

STATEMENT OF PURPOSE

Name of establishment or agency	Six Gables Dental Practice
Address and postcode	27a Penlline Road Whitchurch Cardiff CF14 2AA
Telephone number	02920 693664
Email address	info@sixgablesdentalpractice.com
Fax number	N/A

REGISTERED MANAGER DETAILS

Name	Miss Harlee Cave
Address and postcode	27a Penlline Road Whitchurch Cardiff CF14 2AA
Telephone number	02920 693664
Email address	harleesixgables@gmail.com
Fax number	n/a

Relevant experience

HC has been in the dental industry as a nurse/receptionist for seven years starting as a trainee in Swansea's Cambria specialist oral surgery practice and has gained lots of experience from referral pathways and patient journeys as most of the patients were sent there on a referral basis.

HC has experience in Orthodontic nursing also, and extensive knowledge of the decontamination process and compliance.

Starting at Six gables dental practice as senior dental nurse this has given the extra experience on leading a team by a strong example and has a keen interest in marketing and social media and have been dealing with patients and complaints very well.

I have attended a practice manager introduction course. And qualified as a dental nurse Level 3 Diploma as well as NEBDN Radiography qualification.

Roles and responsibilities within the organisation

- Rota/staff organisation
- Dealing with complaints
- Social media marketing
- Staff meetings
- Training new nurses
- Keeping policies up to date
- Performing audits/risk assessments
- Utility's
- Paying invoices/accounts

RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	Dr Huw Bowen
Telephone number	02920 693664
Email address	sixgables@hotmail.co.uk
Fax number	N/A
Relevant qualifications	
• BDS (Bachelor of Dental Surgery)	

STAFF DETAILS		
Name	Position	Relevant qualifications / experience
Dr Huw Bowen	Director GDP	BDS
Dr Rhys Thomas	Associate Dentist	BDS
Dr Andrew Gardiner	Associate Dentist Implantologist	BDS, IMP
Dr Samuel Aboalkaz	Associate Dentist	BDS
Carly Perry	Hygienist	Dip Hyg
Emily Parker	Hygienist	Dip Hyg
Laura Green	Hygienist	Dip Hyg

Organisational Structure

Huw Bowen(Director)

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Rhys Thomas Andrew Gardiner Samuel Aboalkaz
(associate) (associate) (associate)

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Harlee Cave (Practice Manager)

Laura Green Hyg Carly Perry (Hygienist) Emily Parker Hyg

Gemma Wainwright(Head Receptionist) & Gabrielle Jarmen (Reception)

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Nelia Gouveia Cassandra McCarthy Hannah Colley Charlotte Pritchard Abbey Jenkins
(Nurse) (Head Nurse) (Nurse) (Nurse) (Nurse)

Sophie Edwards Cassey Crewe (Nurse) Rebecca Cordwell (Trainee Nurse)

(NURS)

SERVICES / TREATMENTS / FACILITIES

- Preventative advice & treatment
- Routine dental care
- Restorative dental care
- Dental Hygiene
- Implant treatment
- Home tooth whitening
- Crown and bridge work
- Endodontics
- Tooth Straightening (Cfast, Invisalign)
- Prosthodontic treatment
- Cosmetic dental treatments
- Facial Aesthetics

PATIENTS VIEWS

We ask for feedback on social media and patient testimonials. We encourage staff to check if the patient is happy with their care/treatment.

The practice has a feedback/comments box in reception inviting patients to anonymously post feedback on any matter they see fit.

The feedback is analysed and discussed in regular practice meetings .

The Cardiff and Vale LHB issues random patient questionnaires and we get and end of year report informing us of patient satisfaction about treatment received and length of time they had to wait for an appointment.

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

This practice takes complaints very seriously and if they arise they are to be dealt with appropriately in a way which complies with HIW. Patients are asked in this event to contact the practice manager via email harleesixgables@gmail.com if this isn't able to be dealt with in person. The patient will receive an immediate reply to state the email has been received this will also come with a copy of our complaints procedure. This is also on display in the waiting area. A formal investigation can take place if needed and we aim to resolve the complaint withing 10 working days.

Our complaints procedure is designed to make sure we can settle complaints quickly and efficiently. After investigation we are then able to offer an explanation or a meeting with the patient. If there are any delays in this process we would update the patient(person).

If patients are not happy with how we have handled their complaint they are able to take that further if they wish by contacting.

- NHS - Cardiff & Vale University Health Board HQ, University Hospital of Wales, Heath Park, Cardiff, CF14 4XW
- Private – Health Inspector Wales, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ

Telephone 03000628162 Email – hiw@gov.wales

Patients have the right to bring all concerns to the attention of The Board of Community Health Councils, 3RD Floor 33-35 Cathedral road, Cardiff, CF11 9H

PRIVACY AND DIGNITY

The privacy and dignity of patients are respected at all times. The practice has a policy of patient confidentiality and all information and records are kept in safe and confidential. There are facilities for patients to have private conversations with staff if needed.

We follow the Equality Act 2010 that is a newer legislation made up of three old acts ;

- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995

Information is never shared with third parties the only time we share information is on a referral basis to a referring practice or hospital. We never discriminate on age, sex ,race, disability ,marriage ,pregnancy, religion or belief. We take training courses on equality and diversity as part of our PDP.

Date Statement of Purpose written	21/9/22 – updated Jan 2026
Author	Harlee Cave

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	Jan 2026
Reviewed by	Harlee Cave
Date HIW notified of changes	