

Ravenhill Dental Care

R.A. Elliott & Associates LTD

STATEMENT OF PURPOSE

Name of establishment or agency	R.A. Elliott & Associates Ltd Ravenhill Dental Care
Address and postcode	566 Middle Road Ravenhill Swansea SA5 8EJ
Telephone number	01792 581031
Email address	ravenhilldentalsurgery@gmail.com
Fax number	Nil

Aims and objectives of the establishment or agency

Our aim at the Ravenhill Dental surgery is to provide good quality dental care and treatment under the NHS and additional private cosmetic treatment, the benefit of our services is that all treatments will be delivered to the highest standards where possible.

We aim to provide a service to adults and children who live in our area and beyond but as we are classed as a deprived area, when we accept new patients under the NHS, registered patient's children are a priority, but all our patients are treated with the best care we can provide under the NHS.

We can treat and educate our patients to keep them as dentally fit and healthy as possible. This will benefit all adults as we give smoking cessation, diet advice and oral hygiene instruction. The impact we intend to have on the patients who use our services, is to improve their dental health and future maintenance.

With the parents, we try and educate them on the importance of their child's teeth and show them how to brush their child's teeth and how important it is, to brush. We also provide diet advice and the designed to smile leaflet on

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Healthy Smiles, so hopefully in the future they will educate their own children.

At the practice we have a wide diverse population of patients and all the staff aim to treat our patients with dignity and respect, when dealing with them, and any issues that may arise, or they may have. We aim to keep all our patient's safe and secure while they are at our surgery and free from any harm.

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REGISTERED MANAGER DETAILS

Name	Mr Behrooz Khoshoee
Address and postcode	27 Cwrt Y Vil Road Penarth Cardiff CF64 3HP
Telephone number	01792 581031/ 07763955878
Email address	ravenhilldentalsurgery@gmail.com
Fax number	N/A
Relevant qualifications	BDS in Dentistry University of Newcastle Upon Tyne 2014
Relevant experience	Practising Dentistry since 2014 Owner provider since January 2022

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RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	Mr Behrooz Khoshooee
Address and postcode	27 Cwrt Y Vil Road Penarth Cardiff CF64 3HP
Telephone number	01792 581031/ 07763955878
Email address	bkhoshooee@outlook.com
Fax number	Nil
Relevant qualifications	BDS in Dentistry University of Newcastle Upon Tyne 2014
Relevant experience	Practicing dentist since 2014 principal dentist since 2022
Roles and responsibilities within the organisation	Principle owner and Director Mr Behrooz Khoshooee, is also our RPS, has the responsibility of the practice and has the final decision on all major decision's to be made within the practice.

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STAFF DETAILS

Please provide the following details for all staff providing services at your establishment or agency

Name	Position	Relevant qualifications / experience
Mr Behrooz Khoshooee	Principle Dentist	Bachelor of Dental Surgery 5/06/2014, became principal Dentist and owner in Jan 2022, IAS diploma in Orthodontics 2022, Aligner 2023
Mrs Maysoon Elbashier	Dentist	Bachelor of Dentistry 01/07/2006. Invisalign 2024. DCT 1 Oral Surgery & Restoration 2018, DCT 2 max fax 2019, Staff grade Morriston max fax 2021.
Nerys Roberts	DF Dentist	Bachelor of Dental Surgery 21/06/2024
Gemma Kelly	Therapist	Diploma of higher education in Dental Therapy and Hygiene 19/01/2019, Safer Aesthetics March 2023, Foundation Dermal Filler March 2023, Foundation Botox, Foundation Lips Aug 2023.
Annelise Mclean	Hygienist	(Dip) HE in Dental Hygiene 05/07/2017
Dawn Barrow	Practice manager/DCP	Dental nursing for over 10 years, Nat. Cert. in Dental Nursing, 2000, Cert. in radiography for D.N. 2001, practice manager since 2021, ILM cert in practice management and finance 2007.
Debra Marensi	D.C.P.	Dental nursing for over 40 years, Nat. Cert. in Dental Nursing in 2000, Cert. in radiography for DN in 2009, impression taking course 2012, Fluoride application 2018.
Hayley Shepherd	D.C.P.	Dental nursing for over 23 years Nat. Cert. in Dental Nursing 1999. Cert in Oral Health education 2019

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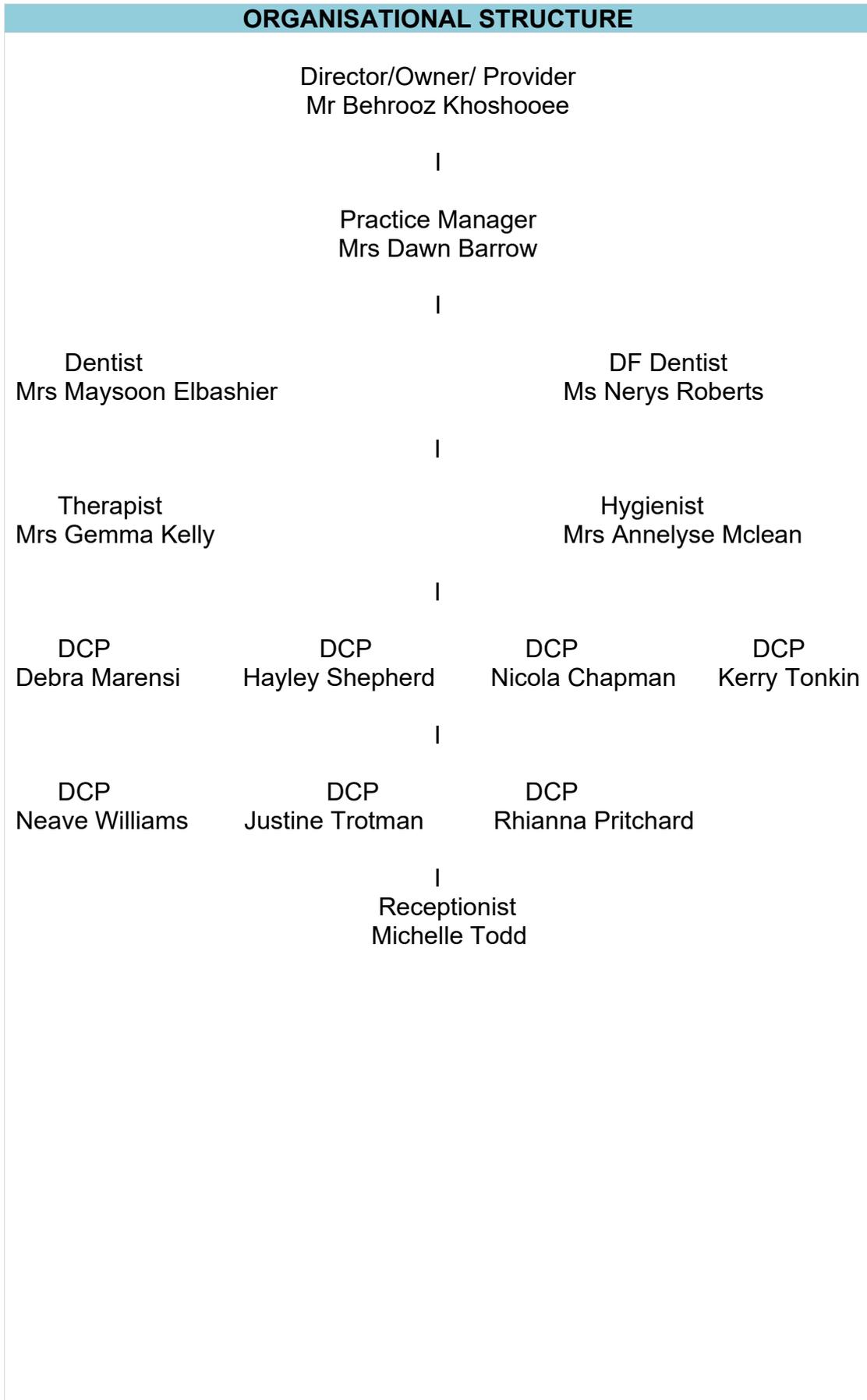
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Nicola Chapman	D.C.P.	Dental Nursing for over 13 years NVQ Level 3 in Dental Nursing 2009
Mrs Kerry Tonkin	D.C.P.	Dental Nursing for over 25 years, Nat. cert. in Dental Nursing 2000, Rad. In Dental Nursing 2002, OH Educator 2002.
Miss Neave Williams	D.C.P	Started at the practice in Dec 2023, been working as a dental nurse for over 15 yrs, before completing her Nat. Cert in Dental nursing 01/10/09.
Justine Trotman	D.C.P.	Started at the practice in Dec 2023, been working as a dental nurse for over 35 yrs and is registered with the GDC under the grandparenting scheme from 14/07/08.
Rhianna Pritchard	D.C.P.	Started 4 th October 2021 as a trainee D.C.P. studying with Learn Kit to complete her Level 3 Diploma in Dental Nursing in 04/07/24.
Michelle Todd	Receptionist	Started with the practice in June 2023 as a receptionist.

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ORGANISATIONAL STRUCTURE



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SERVICES / TREATMENTS / FACILITIES

We are an NHS Dental Practice and also provide, private cosmetic treatment for adults, including teeth whitening (the home kit), cosmetic crowns, bridges and orthodontic treatment, plus our Therapist, carries out facial aesthetics These treatments are carried out by 2 of our Dentists and Therapist.

There is no special equipment needed to carry out this treatment only the kits for the whitening, and materials for the facial aesthetics, which are purchased from our reputable supplier's, Dental Directory, Phillips zoom, Henry Schine and CTS, standard dental equipment for cleaning the teeth prior to whitening e.g ultra sonic cleaning machine and if needed, Local Aesthetic. For Orthodontic treatment we have an itero scanner to scan the mouth then it is sent to our lab for construction, we have all the hand instruments and materials we need to carry out this treatment. We at the Ravenhill dental surgery make sure all our equipment is fit for purpose, regularly maintained, used correctly, safely, validated, tested and inspected as required.

We treat patients of all age ranges from ages 1 to 104, (that is our oldest patient) under the NHS, under Band 1, Band 2, Band 3 and urgent treatment, this is changing as of April 2026, for treatment required and needed, this will include examinations, x rays, dressings, fillings, extractions, root treatments, dentures, simple crowns and simple bridges. We aim to treat as many patients in our area as possible, and beyond as it is classed as a deprived area. We can educate patients and parents of children who have high needs so we can keep them dentally fit and healthy for the future. We see all children from our area and beyond and treat the very young when possible. If needed, we refer to parkway Clinic and the Hospital, if we are unable to carry out any treatment due to non-cooperation or needle phobia.

We will use the standard dental equipment and materials used for this, which are purchased from our dental suppliers e.g. Dental Directory, Henry Schine, Wrights Cottrell's, Trycare and CTS.

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PATIENTS VIEWS

The practice management welcomes patients' views and suggestions on how we can improve our services. If suggestions are made the provider and manager will meet and if possible, the practice will implement the suggestions, staff are informed and a completion date is made.

We provide a patient questionnaire which is situated at reception for patients to freely fill in and place in the secure box provided, this is carried out by patients anonymously.

This is collected and checked on a weekly basis, and all suggestions are discussed with the manager and provider to see if we can implement the suggestions were possible.

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ARRANGEMENTS FOR VISITING / OPENING HOURS

Monday 9.00am – 7pm
Tuesday 9.00am – 5.30pm
Wed 9.00am – 5.30pm
Thursday 9.00am – 5.30pm
Friday 9.00am – 5.30pm

Closed 1-2pm for lunch
111 service, out of hours

Always one dentist in practice, at all times, to cover holidays or we have an arrangement with a practice to cover our emergencies if needed.
We don't carry out domiciliary or sedation.

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ARRANGEMENTS FOR DEALING WITH COMPLAINTS

At Ravenhill Dental Care we take all complaints very seriously as we want all our patients to be happy with their treatment and services we supply. There are posters in reception on how to complain and who to (the practice manager Dawn Barrow) complain to. The leaflet, "*putting things right*" is also situated in the waiting room file and at reception if the patient request.

In the event of a complaint, we will ensure prompt action to ensure the matter is resolved as quickly as possible. As with all our services and treatments we want to handle a complaint in the same manner as we would want our own complaints to be handled. We also assure all patients who have a complaint that it will be dealt with in a confidential, caring and sensitive manner and will not have a negative effect on their treatment.

On receiving a complaint whether it is by phone or letter it is recorded in our log file and a report written up. If the complaint is over the phone and can be resolved this way, we record it in the log file then sign the complaint log off. If not, we ask them if they haven't already, to put it in writing to the practice manager, Mrs Dawn Barrow where it is responded, to the patient in writing within two working days of receiving the complaint.

We inform the patient that we are looking into their complaint and will be back in touch with them within a maximum of 28 days or earlier with our findings. If we fail to resolve the complaint and the patient is not happy with our response, we will ask the patient to come in for a meeting, the manager and provider will be present; we also advise that the patient can bring a representative with them as well. Minutes of the meeting will be taken and a copy given to the patient.

If we can't resolve the matter after the meeting and the patient is still not happy with the outcome or the way we have dealt with the complaint, they may want to refer the matter in writing, to our Local Health Board, Llais, Ombudsman, HIW or the GDC for help and guidance, of which we will supply contact details. (These are on our practice leaflet)

We will do our very best to resolve any complaint in house where possible but in the event that we can't, and matters proceed to legal processes against the practice, we will contact our defence union and legal advisors for guidance and advice.

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PRIVACY AND DIGNITY

All patients are treated with respect and dignity when being dealt with by all members of staff. We have a wide diverse patient base at the practice and respect each patient's wishes, including how they prefer to be known or addressed. We are committed in complying with the Equality Act 2010 and the care we provide to all our patients. We ensure that all those using our services receive the highest possible standard of services, irrespective of ethnicity, race, marital status, gender, sexual orientation, age, disability, religion, beliefs, civil partnership status or chronic illness. All our staff have been trained and to familiarise themselves to deal with any patient that attends our surgery.

All our patients who attend our surgery are treated with respect and dignity while we are attending to their needs in the practice.

We have a sperate room where patients can talk openly and in private to discuss any issues they may have with their treatment or about any member of staff, we also have a removable ramp for disabled access, low level desk area, handrails in the disabled toilet and wide surgery doors for easy access.

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Date Statement of Purpose written	Aug 2017
Author	Mrs D. Barrow Practice Manager

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	Jan 2018
Reviewed by	Mr R. A. Elliott & Mrs D. Barrow, Practice Manager
Date HIW notified of changes	March 2018

Date Statement of Purpose reviewed	29/11/19
Reviewed by	Mrs Dawn Barrow Practice Manager
Date HIW notified of changes	10/12/19

Date Statement of Purpose reviewed	04/11/2021
Reviewed by	Mrs Dawn barrow
Date HIW notified of changes	04/11/2021

Date Statement of Purpose reviewed	13/01/2022
Reviewed by	Mrs Dawn barrow
Date HIW notified of changes	13/01/2022

Date Statement of Purpose reviewed	07/01/2025
Reviewed by	Mrs Dawn Barrow
Date HIW notified of changes	

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Date statement of purpose reviewed	18/11/25
Reviewed by	Behrooz Khoshooee and Dawn Barrow
Date HIW notified of changes	N/A inspection 27/01/2026

Date statement of purpose reviewed	12/01/26
Reviewed by	Mrs Dawn Barrow
Date HIW notified of changes	13/01/26

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Reviewed by	
Date HIW notified of changes	

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