

# Statement of Purpose

**Queen Square Dental & Implant Clinic** 17 Queen Square, Bristol, BS1 4NH  
0117 9272797 enquiries@queensquareclinic.com queensquareclinic.com

Ermevin Limited trading as Queen Square Dental Clinic, Registered office: House of Lords, The Quadrant, Bristol BS1 4DQ. Company Registration: 08486321.

**In Accordance with and to Satisfy the Requirements Of**

The Health and Social Care Act 2008

(Regulated Activities) Regulations 2010

For Registration with Care Quality Commission as an Organisation

Queen Square Dental Clinic  
17 Queen Square  
Bristol - BS14NH

Provider/ Registered Manager: Dr Alfonso Rao

Telephone Number: 0117 9272797

Email: [enquiries@queensquareclinic.com](mailto:enquiries@queensquareclinic.com)

Website: [www.queensquareclinic.com](http://www.queensquareclinic.com)

The Regulated Activity at the listed location is: **PRIVATE DENTAL CARE**

### Regulated Services Provided

Treatment of Disease, Disorder or Injury

Surgical Procedures

Diagnostic and Screening Procedures

### Practice Services

This practice offers dental services to the whole population. These services include:

Routine dental care

Root canal treatment

Dental hygiene

Tooth whitening

Veneers

Crown and bridges

Implants

Dentures

Orthodontics

Periodontics

Sedation for nervous patients

### Opening Times

**Monday** 8.30am - 6pm

**Tuesday** 8.30am - 7pm

**Wednesday** 8.30am - 6pm

**Thursday** 8.30am - 7pm

**Friday** 8.30am - 5pm

**Out of Hours Dental Emergencies:** Please call 111

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 Error: The following information is for Queen Square Dental Clinic. **Registered office:** Houghton Stone, The Conifers, Bristol BS16 1QG. **Company Registration:** 08486321.

### Service Provider and Clinical Director

**Alfonso Rao** - Dip. Dent Chieti, Dip Implant Dentistry – Masters In Endodontic Dentistry(Italy) GDC 172344

### DENTISTS

**Mark Gillis** – BDS MFDS RCS DIP IMPLANT DENTISTRY – GENERAL DENTISTRY – (SEDATION) GDC 76650

**Joseph McGill** – BDS MSC FDSRCS M ORTH RCS, MSC (ORTHODONTICS) GDC 67728

**Massimo Giovarruscio** – DIP DENT ROMA, SPICALIST ENDODONTIST GDC 101522

**Dominic Sinson** – BDS (HONS) MFDS RCS (ED) MCLIDENT (PERIO) MPERIO RCS (ED) SPECIALIST IN PERIODONTICS GDC 194463

**Frederico Ferreira** – LMD LISBON 2005 GENERAL DENTISTRY / SPECIAL INTEREST IN ENDODONTICS GDC 117443

**Monica Rodriguez** – GDC 115433 BDS

**Ashish Soneji** – GDC 229166 BDS (Hons) GENERAL & RESTORATIVE DENTISTRY

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**Zeyad Shaker** GDC 300389 SPECIAL INTEREST IN PERIODONTICS

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**Rhodri Thomas** – GDC 251772 SPECIAL INTEREST IN AESTHETIC DENTISTRY

**Marco Cascone** – GDC 262311 GENERAL DENTISTRY

### DENTAL HYGIENISTS

**Saskia McNulty** – CEB DIP DENT HYGIENE 1994 GDC 4769

**Martina Brus** – GDC 288685 DIPLOMA IN DENTAL HYGIENE

### NURSES

**Alina Stefan** – Registered Lead Dental Nurse GDC 295758

**Zoyah Ahmad** - Qualified Dental Nurse GDC

**Karolina Koslowska** - Qualified Dental Nurse GDC

**Ikram Mohamad** – Trainee Dental Nurse

– Trainee Dental Nurse

## Aims and Objectives

### The aims and objectives of the establishment are:

As a team, our practice consists of dedicated and professional employees. We aim to treat all our patients as we would like to be treated ourselves. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations. Our evidence-based approach, wholly centred in preventative dentistry, incorporates modern technology and ensures where the needs of the patient are at the very forefront of everything that we do.

The dedication of our team and professional associates endeavour to be acknowledged by our clients, suppliers and regulators as leaders in our sector. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

Our patients are treated with honesty and integrity, without discrimination, in complete confidence and with the utmost discretion; in comfortable surroundings, at a reasonable cost.

We have a responsibility to our staff and individual performance and support one another in achieving and exceeding patient expectations. We encourage innovation, ambition, enterprise and continuous improvement.

Prioritising in reaching high standards of customer care, we aim to integrate high quality products with up-to-date techniques and protocols and a highly personal service.

The practice complies with the requirements of the Advertising Standards Authority and the guidance of the General Dental Council and ensures that any advertisement reflects the true nature of the services offered.

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### **Summary of Our Aims:**

- To understand and exceed the expectation of our clients
- To both motivate and invest in our team and acknowledge their value
- To encourage all the team members to participate in achieving our aims and objectives
- To clearly set and monitor targets in all areas
- To invest in property, equipment and technology and innovate processes based on a measured business case

### **Summary of Our Objectives:**

- To be accountable for individual and team performance
- To support each other in achieving client expectations
- Maintenance of the highest professional and ethical standards
- Rapidly respond to the needs of our team and our clients
- To encourage innovation, ambition, enterprise and continuous improvement

Established in 2006, with the philosophy to create a centre for excellence, where only the very highest standards in modern dentistry are provided to our patients.

There is ample parking around Queen Square and there are many carparks also situated nearby. With plenty of public transport around it is easy to gain access to buses and trains.

We offer a beautiful open plan reception area with a comfortable waiting area. We offer Water, Tea or Coffee should patients or those accompanying patients require a drink.

The patient restroom is situated on the basement level and can be accessed via stairs.

We have 4 x surgeries, 2 on each floor and have a decontamination room situated on each of these floors where we are constantly working towards best practice standards for Infection Control.

We employ digital imaging for instant radiography at the lowest and safest dosage: equipment is registered with the Health and Safety Executive.

**Making an appointment** – All patients are seen on an appointment basis.

**Cancellation Policy** - At least 48 hour's notice is required of a cancellation otherwise a charge will be made, which will be based on the circumstances of the patient and at the clinic discretion

**Smoking Policy** - In order to provide a safe and smoke free environment for staff and patients, the establishment is a no smoking area.

**Methods of Payment/Credit** - All major credit/debit cards are accepted. Clients are asked to pay 50% deposit on booked treatments and the remainder on completion of each treatment.

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**Car Parking** - There are on street pay and display parking facilities near the clinic.

**Client Centred Care** - We care about providing the right treatment for patients/clients, so treatments and procedures are only carried out after fully discussing the pros and cons with the patient / client.

**Consultations** - All consultations are carried out in person with patients/clients, by qualified personnel in the privacy of the consultation/treatment room.

**Patient / Client Records** - Records of all consultation and treatments are kept in patient's/client's notes. At the initial consultation, a medical history will be taken and an outline of the problem the patient / client presents with. They will be given information on the procedure, which might help their problem and consent discussed.

**Information Provided to the Patients/Clients** - This clinic ensures that information provided to patients/clients and prospective patients/clients and their families is accurate and that any claims made in respect of services are justified. This is in the form of a patient guide.

**Treatment of Children** – We do provide treatment for children. We expect minors to be accompanied to the clinic by their parents / legal guardians

**Disability Compliance** – we do not have any disability access and if required, we will refer our patients to

other suitable and trusted dental clinic for ease of access.

**Data Protection** – Staff are trained and compliant with the data protection act 1998. The clinic is registered with the Information Commissioner’s Office and follows all regulated compliance.

**Consent** - The clinic operates a consent policy which will be issued at the first consultation for the patient/client to read and understand prior to proceeding with any treatment.

Patients have the right to make their own decisions regarding medical treatment and care. Prior to the commencement of treatment, patients will be required to sign a form of consent.

**Patient Surveys** -The clinic will obtain the views of its patients/clients at least once during their course of treatment, and use these to inform the provision of treatment and care of prospective patients

Patients/clients are notified as to the availability of the survey within the Patient Guide. The Patient guide itself is always readily available to patients/clients and copies are available in the waiting room.

It is the policy of this clinic also to carry out annual and regular random patient surveys to seek the views of our patients/clients as to the quality of the treatment and care provided by our personnel.

This also enables the clinic to ensure compliance with its quality monitoring policy as per standards. These results will be available in the waiting room for patients/clients and their families. These will also be issued to the Care Quality Commission as and when requested.

Patients/clients views will be collated into a report by entering the results into a spreadsheet and totals and percentages will be calculated as to the overall performance. Explanation of the totals may also be represented by visual aids such as graphs and charts. The results of the survey will also be made available to staff by way of discussion at regular staff meetings. Guidance as to where and how to access the report will be noted in the minutes of these staff meetings.

**Privacy and dignity of patients** - The privacy and dignity of patients/clients are respected at all times. This clinic has a policy of patient/client confidentiality and all information and records are kept safe and confidential.

**Checklist for Consultation** – We will explain the procedure to the patient/client and give the patient/client an opportunity to ask questions. Explain what we are doing at each stage of the procedure. If a chaperone has been present, record the identity of the chaperone in the notes and any other relevant issues or concerns immediately following the consultation.

**Complaints Procedure** - This clinic operates a complaint procedure as part of its dealing with patients/clients complaints which is in compliance with the Care Quality Commission regulations.

Patients/clients are asked that in the event of any complaint, to speak or write to the Registered Manager. Patients/clients who require further advice regarding the complaints process should direct their enquiry to the Registered Manager who, wherever applicable, will recommend the services of an independent advocate.

7

Our Complaints policy can be found displayed in reception and on the website too.

Registered Manager - Alfonso Rao

Clinic Manager - Jason Hyde

Signed

Date 27/10/23

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