

## STATEMENT OF PURPOSE

|                                 |  |
|---------------------------------|--|
| Name of establishment or agency | Narberth Dental Health Practice<br>(Herbrandston Dental Health Practice Ltd) |
| Address and postcode            | Bank House<br>6 St James Street<br>Narberth<br>PEMBS<br>SA67 7DB             |
| Telephone number                | 01646690580  |
| Email address                   | mnboulcott@hotmail.co.uk   |
| Fax number                      | N/A  |

## Aims and objectives of the establishment or agency

### **Narberth Dental Health Practice Ltd** **Statement of Intent / Purpose**

With regards to Managing Health and Safety risk to our employees, patients and others we will endeavour so far as is reasonably practical to:

Provide adequate control of quality, health, safety and service risks within the practice.

Consult with employees and other Stake holders affecting health, safety and service provision.

Manage and ensure the safety of premises and the safety and suitability of equipment.

Ensure staff competencies by informing, instructing, training and supporting employees so they can fulfil their duties and provide safe care.

Reduce the risk of incidents, accidents and work-related illnesses.

Ensure that employees fulfil their individual duties and obligations under current legislation and HIW Standards

Review, revise and audit Quality and Safety Policies on a regular basis.

This is the statement of Intent/Purpose of: Narberth Dental Health Practice Ltd.

Address: Bank House,  
6 St James Street,  
Narberth,  
Pembrokeshire SA67 7DB

Tel 01646690580

Email dentist@healthysmile.org.uk

Anyone can apply to us for the provision of services (i.e. whole population). Patients can be accepted for general dental services or for minor oral surgical services or both.

## **Aims and Objectives**

### **1. Treatment of disease, disorder or injury**

- To provide a high quality and range of dental services to the whole community, including consultations, x-rays, routine restorative work, endodontic, treatment of periodontal disease, prostheses & cosmetic work.
- To offer patients a friendly and professional service.
- To explain the diagnosis to patients in detail, where particular attention should be given and necessary action – treatment options, costs, risks, advice, etc.
- To refer to appropriately qualified specialist dental practitioners where necessary. Temporary treatment is provided if necessary.
- To keep patients well-informed of costs and to discuss treatment progress at each stage, obtaining relevant consent.
- To offer a preventative service.
- To establish an individually-developed personal dental health regime for each patient to meet their dental care needs and aim for a high level of oral health.

### **2. Surgical procedures**

- To provide detailed information and explanations to patients where a surgical procedure is necessary including risks, procedure, etc.
- To obtain valid consent for all surgical procedures carried out at the practice.
- To monitor patient progress for complex surgical, post-procedure & following clinical protocol to ensure full recovery and minimize risks.

### **3. Diagnostic and screening procedures**

- To arrange and agree appointments and review appointments within an appropriate personal timeframe with patients.
- To undergo a complete and detailed examination of the patient's oral health with help from relevant diagnostic equipment, taking into account relevant medical history.
- To inform patients of the results of such diagnostic and screening procedures with a view

to discussing possible treatment options if applicable.

### **Summary of aims:**

We aim to provide a comprehensive service to the whole population without discrimination. We use good quality modern materials and approved techniques. While not always possible, we aim to see patients on time and keep them informed if we are running late. Where appropriate and without breaching confidentiality we offer an explanation. We endeavour to spend sufficient time with patients. We believe that we are open and fair with all our patients and welcome open communications which help us to continue our services in a manner approved by the majority. We endeavour to have more than adequate numbers of staff available for most of the time in order that a prompt and caring environment can be maintained.

### **Help from patients**

Our aims can best be achieved if:

- Patients only book appointments which they are able to attend and give adequate notification if cancellation should be necessary.
- Patients allow plenty of time for attendance so that administrative matters can be dealt with before the clinical appointment time.
- Patients are tolerant in circumstances where things do not always go right first time & realising that sometimes many procedural steps and staff are involved creating a complex situation.
- When providing feedback on any aspect of service this is done in a non confrontational, friendly and courteous manner. We will always try to accommodate patient's views.
- Patient's attend regularly and listen to the professional advice being given while also advising of any concerns which they may have.
- We require each patient to provide us with an accurate Medical History detailing past and present condition, including medication.

### **Statement on Cleanliness and Infection Control**

Your safety is of paramount importance to us.

Our Dental Practice implements recommended procedures to prevent cross infection and follows current Health Inspectorate Wales, Welsh Health Technical Memorandum 01-05 recommendations for decontamination of equipment and premises.

This means that we use disposable equipment whenever possible and that all other equipment is sterilised in an autoclave, to destroy all known germs. Sterilised instruments are then packaged in sterilising pouches, dated and stored in a clean area for use when required. All equipment is serviced regularly to required standards and we at Narberth Dental Health Practice Ltd work towards continuous improvement.

## **Patient Involvement Rights**

Narberth Dental Health Practice Ltd takes full account of Patients' comments, their rights and autonomy.

Narberth Dental Health Practice Ltd conducts regular anonymous surveys of patients' views on the services care and treatment provided. The Practice information leaflet and web site ([www.healthysmile.org.uk](http://www.healthysmile.org.uk)) available to patients gives full details of the services provided and invites comment.

Narberth Dental Health Practice Ltd has an in house complaints policy for the effective and speedy resolution of patients' complaints or concerns.

Patients' needs and expectations are assessed at the outset and treatment alternatives, benefits and risks are explained fully before treatment is started. Informed consent is secured before treatment commences.

Appointment times, days and preferences are discussed to suit individual needs and preferences where possible.

Patients' choices in respect of treatments provided and their wishes to be treated on specific days or by certain staff are noted and taken fully into account.

Narberth Dental Health Practice Ltd likes to increase patient influence by having a suggestion box located in the lobby.

## **Statement Equality, Diversity and Human Rights**

Narberth Dental Health Practice Ltd recognises the principles of Equality, Diversity and Human Rights both for its patients and for its employees.

Discrimination, Harassment and Victimisation are defined in our practice policy and all staff are required to conform to this policy and to bring to the attention of Dr Boulcott any issues which might violate the principles contained in our policy.

Dr Boulcott is responsible for considering and taking action if any instances which may breach our policy are brought to his attention.

Narberth Dental Health Practice Ltd recognises and conforms to the European Convention on Human Rights Act 1998.

## **Disclosure and Barring Service Checks** Enhanced Criminal Records Bureau Checks

All dentists at Narberth Dental Health Practice Ltd hold a current Enhanced Criminal Records Bureau Check as required by the Health and Social Care Act and Health Inspectorate Wales. DBS checks are in process for all dental nurses were required.



**Name and Address of registered provider:**

Narberth Dental Practice Ltd  
Bank House,  
6 St James Street,  
Narberth,  
Pembrokeshire SA67 7DB  
Tel 01646690580  
Email dentist@healthysmile.org.uk

**Name and Address of registered manager:**

Dr Mark Boulcott BDS MFGDP RCS (UK)  
Bunkers Hill Farm  
Camrose  
Haverfordwest  
Pembrokeshire  
SA62 6JN

Tel 01646690580

Email dentist@healthysmile.org.uk

**Legal status:** Employer.

**Signed: Original Signed**

**Date:** 4<sup>th</sup> June 2026

**Name:** MN Boulcott

**Review Date:** June '27

**Notes:**

**REGISTERED MANAGER DETAILS**

|                      |   |
|----------------------|---|
| Name                 | MARK NICHOLAS BOULCOTT  |
| Address and postcode | Narberth Dental Practice Ltd<br>Bank House,<br>6 St James Street,<br>Narberth,<br>Pembrokeshire<br>SA67 7DB |



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| Email address    | dentist@healthysmile.org.uk |
| Fax number       | N/A                         |

#### Relevant qualifications

Qualified from Glasgow University in 1986. He has a wide range of clinical interests including the treatment of anxious patients using a variety of specialist techniques including hypnotherapy and sedation. In 1993 Dr Boulcott passed the Diploma of General Dental Practice subsequently becoming a Member of the Faculty of General Dental Practitioners of The Royal College of Surgeons in 1997. An appointed teacher and mentor in dental implants, Dr Boulcott is an active member of the Association of Dental Implantology and attended three years at the Faculty of Dental Surgeon's Diploma in Implant Dentistry at the Royal College of Surgeons, England.

GDC Registration Number: 61044

#### Relevant experience

Having spent much of my professional life within the Armed Forces I have worked as a dentist in many practices throughout the World. In peacetime I worked treating soldiers and their families either within a single practice or within a large dental centre. I have a wide range of clinical interests including the treatment of anxious patients using a variety of specialist techniques including hypnotherapy and sedation. In 1993I passed the Diploma of General Dental Practice subsequently becoming a Member of the Faculty of General Dental Practitioners of The Royal College of Surgeons in 1997. An appointed teacher and mentor in dental implants, I am an active member of the Association of Dental Implantology and attended three years at the Faculty of Dental Surgeon's Diploma in Implant Dentistry at the Royal College of Surgeons, England.

## STAFF DETAILS

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

| Name              | Position                 | Relevant qualifications / experience                                     |
|-------------------|--------------------------|--|
| Dr Mark Boulcott  | Principle Dental Surgeon | BDS Glasgow 1986, MFGDP, RCS (UK), GDC 61044                             |
| Dr Somini Chandy  | Associate Dental Surgeon | BDS Mysore 1989, FDS, MMSc, GDC 101444                                   |
| Dr David Richards | Associate Dental Surgeon | BDS (Manc), MFDS RCS (ED), PG Cert (Ortho) PG Cert (implant), GDC 151779 |



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|                  |                          |  |
|------------------|--------------------------|--|
| Dr Goce Gigovski | Associate Dental Surgeon | Ss Cyril and Methodius, Skopje, DMD, 3234 GDC 287673 |
| Liam Boulcott    | Practice Manager         | GDC 268003   |
| Manuella Lumber  | Dental Nurse             | GDC 253829   |
| Mary Lowe        | Dental Nurse             | GDC 311722   |
| Tina Boulcott    | Dental Nurse             | GDC 180385   |
| Jessica Davies   | Trainee Dental Nurse     |  |
| Catherine Jones  | Trainee Dental Nurse     |  |
| Georgia Price    | Dental Nurse             |  |
| Laura Thornley   | Receptionist             |  |
| Emma Martin      | Decon                    |  |
| Estelle Rands    | House Keeping            |  |

## ORGANISATIONAL STRUCTURE

### Narberth

Principle dental surgeon Dr Mark Boulcott  
Associate dental surgeon Dr Somini Chandy  
Associate dental surgeon Dr David Richards  
Associate dental surgeon Dr Goce Gigovski  
Practice Manager/Nurse Liam Boulcott  
Practice Manager/Nurse Anthony Millard  
Practice Reception Mrs Lorna Thornley  
Nurse Manuella Lumber  
Nurse Mary Lowe  
Nurse Tina Boulcott  
Trainee Nurse Jessica Davies  
Trainee Nurse Catherine Jones  
Decon Emma Martin  
House Keeping Estelle Rands

## SERVICES / TREATMENTS / FACILITIES

*Please detail each treatment you intend providing with the age range and any specialist equipment used*

Narberth Dental Health Practices Ltd have been established as state of the art private practices offering a broad range of modern treatments. These include dental implants, sedation, ceramic fillings, non-tooth destructive bridges and a wide range of cosmetic dentistry techniques.

We can whiten teeth, change their shape and straighten crooked teeth by means of advanced orthodontic appliances including the clear **Invisalign**. We cater for everyone: from the young to the old and offer techniques and treatments not routinely offered by most dental practices in the UK. For those patients particularly anxious or worried about the dentist they can be assured of an unhurried, friendly approach from all staff with techniques used specifically to overcome all previous bad experiences including sedation.

## PATIENTS VIEWS

*How do you seek patient's views on the services / treatments you provide?*

We have a comments book at reception, also we encourage verbal feedback as well as giving out customer feedback forms also email surveys to our patients.

## ARRANGEMENTS FOR VISITING / OPENING HOURS

*What are the opening hours of the establishment?*

- *Opening hours;*

Mon - Fri 0900 - 1700

*What are the arrangements for patients who require urgent care or treatment out of hours?*

Out Of Hours Treatment:

When out of hours, (between 1730 - 0830 hours) we are generally unable to assist. The same applies to most dentists: private or NHS.

This of course is NOT the case if you hold practice 'membership' : in which case you have direct access to your 'on call' dentist by means of the member's emergency hotline. This service is unique to our practices.

*Membership is available to all practice patients subject to enrolment:*

If you are not a member and require help during a weekend or a bank holiday period, you may leave a message on the practice phone. It is checked for messages usually between 1030 and 1230 hours.

Where a message is left clearly giving contact details, citing an emergency, one of our dentists will call you with a view to helping you.

Where this cannot be sorted over the phone, an emergency appointment may be offered subject to a charge (unless you have silver or gold membership - see Members Page). This cost covers the dentist and a dental nurse attending but not any treatment costs and is currently £150.

If you are experiencing problems that simply cannot wait until the practice is opened then we advise:

Contact NHS Direct Helpline for advice on 111. They are available 24-hours a day, 365 days a year to offer help.



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01646 690580  
patients@healthysmile.org.uk

Contact the Practice email for advice from a dentist (within 4 hours normally throughout the day): [dentist@healthysmile.org.uk](mailto:dentist@healthysmile.org.uk)

If very urgent, attend your local A&E Department.

## ARRANGEMENTS FOR DEALING WITH COMPLAINTS

*Information to include:*

- ***The kinds of treatment, facilities and all other services provided;***

At Narberth Dental Health Practices we offer a wide range of treatments: many of which are not offered by NHS dentists or private dentists without specific skills.

This means that you will be seen by the dentist best suited to provide your treatment, something that makes us unique among dentists. We are able to keep all treatments in-house, without the need for referrals or long waiting lists

We as a practice are able to do this because we can tie various dental disciplines together under one roof: Cosmetic dentistry, orthodontics, implants, dental sedation and many other skill forms that may be requested or required within a single complex case

- Dental Examinations for adults cost - £60 (minimum 30 minutes)
- Dental Examinations for children cost between £37 - £45 (under 14 years)
- The pain free removal of a standard tooth - £130
- Standard Scale and Polish - £80
- Full 2 part Dental Implant with post and crown - £2450.00
- Teeth Whitening - £299 and £700 (dependent on technique chosen).
- Treatment under Intravenous Sedation - £290
- Standard x-rays - £16, OPT - £70 and CBCT per arch/sector £165
- Restoring Damaged or Decayed Teeth (fillings) - Range - £90 - £180\*
- \*Quotation given by dentist based on complexity, size and material.

- ***Opening hours;***

Mon - Fri 0900 – 1730

- ***Arrangements for urgent or out of hours care;***

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### **What to do if you have any concerns about treatment with us.**

- ***Dealing with patients who are violent or abusive to staff;***

***We have a Zero Tolerance Policy to anyone who is violent or abusive to staff or other patients. This policy is on display on our notice board within the practice's.***

- ***Dealing with complaints.***

We are committed to providing high quality care and service to all patients, visitors and service users.

Should a patient, visitor or service user feel that this has not been their experience, we take it upon ourselves to know what caused this lapse in service, and endeavour to learn how to improve our services

If you feel that the service that you have received has been lacking the practice receives complaints by letter, telephone, email or directly through one of our reception staff.

The complaint will then be pursued by our Complaints Manager who will contact the complainant within 48 hours of receiving the concern.

A full investigation will then be carried out, with full communication with the complainant at all times.

**To contact us for any concerns :**

**Tel : 01646 690580**

**Email : [dentist@healthysmile.org.uk](mailto:dentist@healthysmile.org.uk)**

**Letter : Narberth Dental Health Practice**

**Bank House**

**6 St James Street**

**Narberth**

**SA67 7DB**

If the complainant is not satisfied with the result of the procedure for any reason, then the complaint should be directed to:

- [The Dental Complaints Service](#)
- [Health Inspectorate Wales](#)

## PRIVACY AND DIGNITY

How will patients' privacy and dignity be respected in line with the Equality Act 2010 and the protected characteristics of

- age
- disability
- gender re-assignment
- marriage and civil partnerships
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

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which may breach our policy are brought to his attention.

Narberth Dental Health Practice Ltd recognises and conforms to the European Convention on Human Rights Act 1998.

|  |                  |
|--|------------------|
| <b>Date Statement of Purpose written</b> | 28 November 2025 |
| <b>Author</b>                            | M N Boulcott     |