



Chapel Street **Dental**

Statement of Purpose

Practice Name	Rodericks Dental Partners Ltd Chapel Street Dental Practice
Practice Address and postcode	15 Chapel Street Mumbles Swansea SA3 4NH
Telephone number	01792 368388
Email address	chapelstreetdental@rodericksdentalpartners.co.uk
Fax number	N/A

Our mission

We want to create a supportive culture of continuous development, where our teams are empowered to deliver exceptional dental care and are genuinely fulfilled by their work.

Our purpose

We believe everyone deserves access to quality dentistry. By connecting the communities, we serve with the outstanding care they want, we will improve lives now and for generations to come.

Our values

Respect

We treat colleagues and patients with dignity, empathy, and courtesy.
We value each person and honour their needs, preferences, and concerns.
We foster a welcoming atmosphere where patients and colleagues feel heard and valued.

Flexibility

We endeavour to accommodate people's individual circumstances.
Whether it's career progression or flexible working hours, we adapt according to the diverse requirements of our colleagues.
For our patients, we offer different treatment options to meet individual needs.

Integrity

We are honest, transparent, and trustworthy.
Patients and colleagues can rely on us to provide accurate information.
We uphold integrity in our patient care, as well as our communications with colleagues and the wider community.

Empowerment

We empower our colleagues with opportunities for professional growth and development.
Trusting our team to provide expert dental care gives them autonomy to excel in their roles.
We empower patients with the knowledge they need to feel confident about their oral health and the dental care they receive.

Open

We embrace a culture of open communication and collaboration.
We listen to our patients and colleagues, valuing their feedback, ideas, and concerns.
We encourage dialogue and strive to improve our services to deliver exceptional care.

Supportive

We foster a nurturing and caring environment where patients and colleagues feel supported throughout their dental journey. Our team provides guidance, education, and emotional support to help patients and colleagues achieve their goals.

Registered Manager Details

Practice Manager Name	Rebecca Donne
Practice Address and postcode	15 Chapel Street Mumbles Swansea SA3 4NH
Telephone number	01792 368388
Email address	Chapelstreet.manager@rodericksdentalpartners.co.uk
Fax number	N/A
Relevant qualifications	
Level 3 diploma in Dental nursing	
Relevant experience	
I have a good understanding on practice management. I've worked with in a dental practice for over 15 years and during that time I have been given opportunities and responsibilities such as team leadership and developing my administrative skills. I tool on the role as practice manager just over a year ago and have developed my skills through induction and training. I have a good understanding of the NHS and Private rules and regulations.	

Responsible Individual Details

Name	Muhammad Jasat
Address and postcode	Rodericks Dental Partners Limited 15 Basset Court Loake Close Grange Park Northampton NN4 5EZ
Telephone number	01604 602491
Email address	Muhhammad.Jasat@rodericksdentalpartners.co.uk
Fax number	N/A
Relevant qualifications and experience	
Muhammad graduated from the University of Sheffield in 2008, and his career has since been shaped by a deep passion for both clinical excellence and education. After completing Senior House Officer posts in Restorative Dentistry and Maxillofacial Surgery, he began to focus on teaching and mentoring, taking up academic positions at both the University of Sheffield and the University of Birmingham. Muhammad says ‘My commitment to education is rooted in my belief that learning is a lifelong pursuit—especially in the field of dentistry, which is continually evolving with new techniques and advancements. This drive to stay at the forefront of the profession has led me to supervise foundation dentists and guide international dental graduates, helping them develop their skills and knowledge. Currently, I am furthering my clinical skills by completing a Diploma in Restorative Dentistry with Elevate, ensuring that I continue to grow as both a practitioner and educator.’ For the past 10 years, Muhammad has been an associate dentist with Rodericks Dental Partners, where he also holds the role of Chief Clinical Officer. In this leadership position, Muhammad leads a team of clinical, compliance, and quality advisors. Together, they work directly with clinicians in the field to ensure that high standards of care are maintained, and that our dental teams operate safely and effectively. Muhammad’s diverse experiences in clinical practice, teaching, and leadership has shaped his holistic approach to dentistry, allowing him to not only provide excellent patient care but also support the professional development of those around him.	
Roles and responsibilities within the organisation	
Chief Clinical Officer & associate at Rodericks Dental Partners BDS (University of Sheffield, 2008)	

Staff Details		
Name	Position	Relevant qualifications / Experience
Rebecca Donne	Practice Manager/ RDN	GDC 256006 Diploma level 3 in dental nursing / Fluoride application
Katie Davis	Dentist	GDC 289191 BDS(Cardiff)
Anna Evans	Dentist	GDC 310004 BDS University of Bristol 2023
Maha Idris Ahmed Ali	Hygienist	GDC 318073 Registered under s36C of the Dentists Act 1984 2024
Sheila Doogan	Dental Nurse	GDC 119142 NEBDSA (1989)
Josephine Jones	Dental Nurse	GDC 141766 BADN Grandparent scheme- voluntary register
Kerry Morgan	Dental Nurse	GDC 141766 NEBDSA (1990)
Lauren Billingsley	Dental Nurse / Receptionist	GDC 119135 NEBDSA (1982) & oral Health Edu.
Victoria Murphy	Dental Nurse	GDC 324809 Diploma in Dental Nursing Level 3 QCF City & Guilds 2025
Suzanne Jones	Receptionist	

Organisation Structure

Shalin Mehra – Dentist

Kevin Birch – Director

Muhammed Jasat – Director

Katherine Jacob – Director

Services, Treatment and Facilities

We are very proud to offer comprehensive NHS treatments in every one of our practices across the UK. In addition, we provide private dental services, so whichever Rodericks Dental Partners Ltd practice you attend, you have the option to receive treatments on an NHS (within NHS regulations) or private basis.

We are committed to providing the best possible dentistry. Each member of our team is carefully selected, mentored and supervised to ensure we deliver the service you expect and deserve

The services we offer:

Examination and oral health advice
Emergency appointments
Oral cancer screening
Fluoride application
Scale and polish with either a dentist and hygienist

Periodontal treatment
Composite and amalgam fillings
Whitening
Mouthguards and night guards
Acrylic and chrome dentures
Crowns
Bridges
Veneers
Inlays and onlays
Extractions
Intra oral x-rays
Invisalign

Patient Feedback

We gain patient feedback on the service we provide and treatments by carrying out an annual patient feedback survey on all of the Dentists, Hygienist and Therapists. We also gain patient feedback through working feedback, our facebook profile, google and verbally.

Opening Hours

Monday:	9am – 5pm
Tuesday:	9am – 5pm
Wednesday:	9am – 5pm
Thursday:	9am – 5pm
Friday:	9am – 5pm
Saturday:	CLOSED
Sunday:	CLOSED

The out of hours' number is on our telephone answering machine, our practice website and on the front of the practice entrance.

Violence and Aggression

We are committed to ensuring that team members managing direct relationships with the public (face-to-face, through emails, letters or telephone calls) are able to carry out their work free from aggression, abuse, violence, hate crimes and hate incidents, or anti-social behaviour from patients, their relatives or members of the public.

Where a patient, relative or member of the public is alleged to have carried out an act of violence, aggression or harassed a member of our team, Rodericks Dental Partners Ltd reserve the right to respond to the alleged incident, as deemed necessary in light of the circumstances, including involving the police where appropriate

Dealing with Complaints

Our aim is to provide you with the highest possible standards of service and deal swiftly with any problems that may occur.

We operate a practice complaints and compliments procedure as required by the NHS and General Dental Council

Our Practice Manager or Receptionist can provide you with further information. Alternatively, our complaints information is freely available on the notice boards located in the waiting areas.

The designated person to handle complaints at this practice is: **Rebecca Donne**

Alternatively, you may wish to contact our complaints advisor directly:

Complaints Department

Rodericks Dental Partners Ltd
15 Bassett Court,
Loake Close
Northampton
NN4 5EZ
Tel: 01604 602491
e-mail: info@rodericksdental.co.uk
Or

Swansea Bay University Health Board

1, Talbot Gateway,
Baglan Energy Park,
Baglan,
Port Talbot
SA12 7BR
01639 683344

HIW

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

By email to: hiw@gov.wales

By telephone: 0300 062 8163

Website: www.hiw.org.uk/provide-feedback-about-healthcare-service

Privacy and Dignity

Providing patients with an interpreter if needed

Hearing loop available on reception

Patient information available in large print when requested

Providing services that are accessible to patients with additional needs

Positive promotion and care on oral health

Responding positively to the diverse needs and experiences of our patients and the community

Ensure we take into consideration patients with particular medical, mental and social care needs

Confidentiality of patient and team member's personal information

Treat all members of the team and patients with dignity and respect

All members of the team have regular training on safeguarding, mental capacity and FGM

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