



West Quay **Dental Practice**

Statement of Purpose

Practice Name	Rodericks Dental Partners Ltd West Quay Dental Practice
Practice Address and postcode	Hood Road Barry CF62 5QN
Telephone number	01446 734640
Email address	Westquay@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	Elizabeth Williams
Practice Address and postcode	Hood Road Barry CF62 5QN
Telephone number	01446 734640
Email address	Westquay.manager@rodericksdentalpartners.co.uk
Fax number	N/A
Relevant qualifications Work experience within dentistry	
Relevant experience I was Head receptionist for My dentist for 6 years, reporting to the PM, completing compliance, training new starters, managing a team of receptionists, diary utilisation, liaising with clinicians, dealing with patient complaints, reporting of equipment failure, safeguarding. Since becoming the registered manager at Westquay, I have grown in my role and enjoy the challenges that it brings. I am familiar with the NHS and private rules and regulations and endeavour to keep my knowledge up to date by completing training courses on our platform.	

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	Muhammad.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)

Team Details		
Name	Position	Relevant qualifications / Experience
Elizabeth Williams	Practice Manager	As above
Patrick Daly	Dentist	GDC: 62023 BDS University of Bristol 1986 BDS(hons)
Sarah Lai	Dentist	GDC:194479 BDS(Hons)
Ashish Shah	Dentist	GDC:244745 BDS MFDDDS RCPS(Glas)
Alexandra Martins	Dentist	GDC:225488 LMD Lisbon 2011
Ivy Pang	Dentist	GDC:289087 BDS Cardiff University 2020
Sonam Sanghavi	Dentist	GDC: 26759 BDS Cardiff University 2015
Arjun Ubhi	Foundation Dentist	GDC 336343 Batchelor of dental surgery Cardiff university 2026
Nikhil Medriatta	Dentist	GDC: 318803 BDS University of Birmingham 2024
Sekandar Khan	Dentist	GDC: 332962 LDS royal college of surgeons England 2025
Katarzaryna Wojichwoska	Dentist	GDC: 253505 BDS Poland
Martyn Cox	Implant dentist	GDC: 66930 BDS University of Bristol 1991 PhD University of Bristol 1989 BSc CNA 1983
Holly Black	Therapist	GDC:267028 BSc (Hons) Dental Hygiene and Dental Therapy Teesside University 2021 National Diploma in Dental Nursing NEBDN 2016

Cherazad Amer	Therapist	GDC: 303299 BSC Dental Hygiene and Dental Therapy Cardiff University 2022
Cheryl James	Hygienist	GDC:6740 Diploma in dental hygiene university of Wales 2005
Joelle Garmon	RND	GDC:176079 NVQ L3 Dental Nursing & VRQ L3 Dental Nursing City & Guilds 2009
Leanne Gallagher	RDN	GDC:273135 Diploma in Dental Nursing Level 3 QCF City & Guilds 2016
Aimee Seldon	Qualified nurse	GDC: 317455 Diploma in Dental Nursing Level 3 QCF City & Guilds 2023
Chloe Case	RDN	GDC: 327034 Diploma in Dental Nursing Level 3 QCF City & Guilds 2024
Jessica Dillon Warry	Qualified Dental Nurse	GDC 330960 National diploma in dental nursing 2025
Rebecca Fogarty	Qualified Dental Nurse	GDC: 334932 National diploma in Dental Nursing 2026
Katie Powell-Williams	Trainee Dental Nurse	NEBDN
Kate Herbert	Trainee Dental Nurse	NEBDN
Sian Morgan	Receptionist	
Chantal Simmons	Receptionist	
Chloe Watson-Wood Harney	Receptionist	

Organisation Structure

Katherine Jacob – Director

Shalin Mehra – Dentist

Kevin Birch – 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
Implants

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: 08.00-17.30
Tuesday: 08.00-17.30
Wednesday: 08.00-17.30
Thursday: 08.00-17.30
Friday: 08.00-17.00
Saturday: 9.00-15.00
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: **Elizabeth Williams**

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

Cardiff and Vale University Health Board Headquarters

Woodland House
Maes y Coed Road
Cardiff
CF14 4HH
029 218 36318 or 029 218 36319 or 029 218 36323 or 029 218 36340
E-Mail - concerns@wales.nhs.uk

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

Reference:	SOP2020
Name:	HIW Statement of Purpose
Issue Date:	01/11/2020
Last Reviewed	12/21 RT, 01/22 RT, 03/22 RT, 05/22 RT, 05/23 RT, 06/24 RT, 06/25 EW, 10/25 RT, 08/26 RT
HIW notifies of changes	01/22, 05/22, 05/23, 06/24, 06/25, 10/25
Version	V.10
Review Interval/Date:	Annually or earlier if new manager appointed or major change.
Department:	Clinical
Process Owner(s):	Clinical