

*Parkway  
Clinic*

*Statement of  
Purpose*

*2024/2025*

***WELCOME***

***TO***

***PARKWAY***

***CLINIC***

# Parkway Clinic

## *Statement of Purpose*

Location

*All areas*

Reviewed by: Sian Majoe / Phil Majoe

Date: September 2024

Review due: September 2027

## **Directors**

Dr Phillip Majoe  
Dr Darren Owakee  
Mrs Sian Majoe

## **Managers**

Mrs Sian Majoe – Registered Manager  
Mrs Joanne John – Manager Level 1  
Miss Nicola Clegg – Manager Level 2  
Mrs Donna Llewellyn – Manager Level 2  
Mrs Tahnee Griffiths – Clinical Manager Level 2

## **Oral Surgeons**

Mr Madhav Kittur  
Mr Ketan Shah  
Mr Simon Hodder

## **Oral Surgery Specialists**

Dr Darren Owakee  
Dr Hesham Emam

## **Specialist in Paediatric Dentistry**

Mrs Tracey Butler

## **Prosthodontics Specialist**

Jo Saele

## **Dental Surgeons**

Dr Darren Owakee  
Dr Hesham Emam  
Dr Tesni Metcalfe  
Dr Laurie Davies  
Dr Eirini Pasisi  
Dr Theo Stennett  
Dr Prash Vasudevan  
Dr Mike Gray  
Dr Pedro Leite  
Dr Owen Emanuel  
Dr Lisa Ace  
Dr Ellis Davies  
Dr Sareena Jakhu  
Dr Scott Smith  
Dr Maria Efraimidou  
Dr Cianna O'Brien  
Dr Richard Field  
Dr Rhiannon Davies

## Hygienists

Kate Drake  
Christine Thomas  
Eli Pesario  
Amy Evans

## Anaesthetists

Dr Simon Whittaker  
Dr Sabelo Ndlovu  
Dr Phil Majoe

## Nurses

Amy Price

## Dental Nurses

Rebecca Peters - Lead nurse level 1  
Amy Pace - Lead nurse level 1  
Sue Osmond – Head nurse Level 2  
Sarah Morris – Head Nurse level 2  
Carol Dabbs – Dental nurse/Procurement admin  
Yasmin Turner  
Chrissy Morris  
Mira Bortos  
Natalia Sadlos  
Kathlyn Bartlett  
Kelly Hills  
Stefanie Benalcazar  
Samantha Bouchier-Lee  
Joanne Allen-Chaplin  
Roxanne Mort  
Tayah Uncles  
Shannon Owen  
Laura Neal  
Sarah Diamond  
Mae Fontarum – Trainee Dental Nurse  
Shayanne Owens – Trainee Dental Nurse/Receptionist  
Demi Bevan – Trainee Dental Nurse  
Vicky Davies – Trainee Dental Nurse/Receptionist  
Kristy Brown – Dental Nurse/Receptionist

## Decontamination

Beverley Davies  
Marie Demery-Davies

## **Administration**

**Nicola Fitzgerald -Administrative Support Coordinator**

**Danielle Robins – Accounts Coordinator**

**Ami Ward – Treatment Coordinator**

**Jean Weld – Receptionist/Administration**

**Danielle McCusker – Receptionist**

**Seren Rees – Receptionist**

**Emma Uzzell – Receptionist**

**Robbie Salisbury - Receptionist**

## **Hub**

**Beverley Murray – Hub Lead**

**Laura Harris**

**Ashley Smith**

**Savannah Raffery**

**Natasha John**

## **Aims and objectives of Parkway Clinic - January 2024**

Parkway Clinic is a privately owned Clinic providing General Dentistry, Minor Oral Surgery, Laser in dentistry, under General Anaesthesia, Regional Anaesthesia, sedation and local anaesthesia.

The Responsible Individual and Medical Director is Dr Philip Majoe. He is responsible for the management of these services.

The Registered Healthcare Inspectorate Wales Manager is Mrs Sian Majoe. She is locally accountable for ensuring that all services meet National Minimum Standards and complies with all regulations.

Its service to the community commenced in June 1997 and has on its staff, surgeons, dentists, doctors and nurses treating NHS and private patients.

We aim to -

1. To treat patients with Care and Compassion.
2. To preserve patients' dignity and their right to refuse treatment.
3. To keep all personal details confidential, through scrupulous observation of the clinics' confidentiality protocols, Data Protection Act and GDPR therefore ensure patient privacy.
4. Listen to patients and respect their views making sure all information is presented in a way that can be fully understood.
5. To confirm the reasons for referral under General Anaesthesia, Regional Anaesthesia, Sedation or Local Anaesthetic and endeavour to offer suitable alternatives.
6. To ensure the correct medical history documentation is completed correctly and confirmed by the treating surgical, medical, and dental practitioner and follows the patient through their treatment.
7. To keep the number of investigative radiographs to a safe minimum always operating within the guidelines of The Royal College of Radiology, General Medical Council and the General Dental Council. (IRMER)
8. Ensure that the risks of any surgery are explained in detail to the patient. Also that the appropriate risk acknowledgement form is signed by patient or carer when appropriate.
9. Give the patient adequate time to consider the options available.
10. Any refusal to proceed with the treatment must be respected. In the case of children refusing treatment the legal guardian must decide if treatment is to continue. In the case of Gillick Competent child, if the treatment is refused then his/her wishes must be respected.
11. If the patient wishes to proceed with the treatment, as detailed, all relevant consent forms must be signed by the patient or legal guardian along with the treating Surgeon and Anaesthetists. (if the patient is under age) along with the treating dentist and anaesthetist.
12. All personnel interfacing and dealing with the patient and guardians or carers must be suitably trained and qualified. Their GDC, GMC numbers and current defence union

insurance certificates for doctors and dentists and relevant qualification certificates for all staff must be logged with the Clinic.

13. All treatment carried out must be carried out within the guidelines set out by the regulating, monitoring, and licensing bodies for doctors, dentists and nurses and should always be in the best interest of the patient.
14. All treatment must be carried out under the appropriate clean and sterile procedure guidelines set out by both the clinic WHTMO105 and all the statutory monitoring and regulatory bodies. (Healthcare Inspectorate Wales, the General Dental Council, The General Medical Council.)



## The Relevant Qualifications and Experience of the Staff Working in the Establishment

### Directors

#### **Dr Philip Majoe MB ChB 1980 Zimbabwe; LRCP Edin LRCS Edin LRCPS Glasg 1980**

Dr Majoe has worked in NHS and Private Hospitals since he qualified in 1980. He is a Director at Parkway Clinic and has been working at the Clinic since its opening in June 1997. Dr Majoe is responsible for the Anaesthetic Service at the Clinic. He is a qualified Advanced Life Support and Paediatric Advanced Life Support Provider.

#### **Dr Darren Owakee BDS (Leeds) 1992 FDS (RCS Eng) 1996**

Dr Owakee qualified from Leeds in 1992 and joined the NHS hospital service working in Oral and Maxillofacial Surgery units in South Wales. He gained the prestigious qualification Fellowship in Dental Surgery of the Royal College of Surgeons of England in 1996 which placed him on the General Dental Council register in the Specialist List in Oral Surgery. He has also undertaken the Diploma in Implant Dentistry at the Royal College of Surgeons. Darren owned his own Practice for 13 years in Swansea and is now a Director of Parkway Clinic. He has a special interest in Restorative, Cosmetic and Implant dentistry.

#### **Mrs Sian Majoe RDN OHE DAN SED Cert Dental Rad**

Mrs Majoe had worked in NHS and private General Dentistry for eighteen years before starting at Parkway Clinic as the Clinic Manager when it opened in 1997. She is a qualified Dental Nurse registered with the General Dental Council, Oral Health Educator, Dental Anaesthetic and Dental Sedation nurse. Mrs Majoe also holds the Certificate in Dental Radiography. She was on the panel of National Examining Board for Dental Nurses for twelve years examining the National Certificate, Oral Health Education Certificate and Dental Sedation nursing before retiring in 2007. She gained an NVQ Level 4 in Management in 2005. Sian has completed the ECDL. Her responsibilities as Operational Director span the Operational, Management and co-ordination of the Assistant Managers, Leads of Departments, Dental nurses, and General nurses of every department within the Clinic. Sian, as Healthcare Inspectorate of Wales Registered Manager, has been responsible for ensuring the smooth running of every Inspection with Healthcare Inspectorate Wales since 2000.

## Oral Surgeons

### **Mr Ketan Shah MDS, FDSRCS, MBBCH, FRCS**

Mr. Ketan Shah is a Consultant Oral and Maxillofacial Surgeon at Morrision Hospital, Swansea. He has a special interest in cancers involving the mouth and jaws and skin of the head and neck region including their surgical resection and reconstruction. He also deals with all routine facial trauma and infections of the oral cavity along with facial/temporomandibular joint pain and salivary gland problems. He is an active member of the Head and Neck Multidisciplinary team for Head and Neck and skin cancers.

After his initial graduate and post graduate dental training from Nair hospital and Dental College in Mumbai, India, he underwent further training in UK and Republic of Ireland.

He completed his initial medical and basic general surgical training from Trinity College Dublin, working at St. James Hospital and Beaumont Hospital. He subsequently successfully completed his FRCS in Oral and Maxillofacial Surgery from Royal College of Surgeons of Ireland after completing his 5 year Specialist Registrar training in the Yorkshire and Humber rotation.

### **Mr Madhav Kittur BDS, MDS (OMFS), FDSRCS, MBBCh, MRCS, FRCS (OMFS)**

Mr Kittur is dually qualified in Dentistry and Medicine, Mr Kittur is a Consultant Oral and Maxillofacial Surgeon, currently working in Morrision Hospital, Swansea as well as Parkway Clinic. Mr Kittur's specialities include Oral and Maxillofacial surgery, Head and Neck Oncological Surgery, Oral Cancer and Microvascular reconstruction.

### **Mr Simon Hodder**

Mr Hodder is a Consultant Oral and Maxillofacial Surgeon, currently working in Morrision Hospital, Swansea as well as Parkway Clinic. Mr Hodder's special interests include Oncology cutaneous and oral, Dent alveolar surgery, implantology and facial prosthesis.

## Dental Surgeons

### **Dr Darren Owakee BChD Leeds 1992 FDSRCS England 1996**

Dr Owakee qualified from Leeds in 1992 and joined the NHS hospital service working in Oral and Maxillofacial Surgery units in South Wales. He gained the prestigious qualification Fellowship in Dental Surgery of the Royal College of Surgeons of England in 1996 which placed him on the General Dental Council register in the Specialist List in Oral Surgery. He has also undertaken the Diploma in Implant Dentistry at the Royal College of Surgeons. Darren owned his own Practice for 13 years in Swansea and has a special interest in Restorative, Cosmetic and Implant dentistry. He has a caring and sympathetic attitude and a patient focused approach to solving complex dental problems. He is enthusiastic about dentistry and a keen supporter that it should have a sound scientific clinical basis.

Darren is a member of:

- Accredited Specialist in Oral Surgery (General Dental Council)
- Fellow of the Royal college of Surgeons England
- British Academy of Cosmetic Dentistry (BACD)
- British Dental Association (BDA)
- Association of Dental Implantology (ADI)
- British Association of Oral Surgeons.
- Dental Defence Union

### **Mrs Tracey Butler BDS MPAed Dent (RCS)**

Dr Butler is a Specialist in a Paediatric Dentistry within The Community Dental Service in Gwent. After qualifying in 1998 at King's College University of London, she then underwent Specialist training in paediatric dentistry at Cardiff Dental Hospital. As a past branch chair and current active member of the British Society of Paediatric Dentistry, Dr Butler is adept at dealing with anxious children, complex dental problems and those with special needs; with much experience in dental procedures under inhalation sedation and general anaesthesia.

### **Dr Hesham Emam BDS, FDSRCS**

Dr Eman works as a surgical specialist in Oral and Maxillofacial Surgery (OMFS) at Morriston Hospital. The rest of his time is spent working at Parkway Clinic. Dr Eman came to the UK as an international medical graduate in 2002 having qualified as a dentist in Egypt. Dr Eman has a special interest in oral surgery and implantology. In 2021 DR Eman qualified in MSc in Dental Implantology in Cardiff University

### **Dr Prasanth Vasudevan BDS**

Dr Prash Vasudevan obtained MFDS (RCS London) 2004. He has worked at Parkway Clinic since 2010, having worked in various Maxillofacial Units in the UK and in Private Practice. His interests are Implant Dentistry, Laser in Dentistry and outreach tutoring. He has gained the Advanced Life Support qualification

### **Dr Mike Gray BDS**

Dr Gray qualified in 2009 at Bristol Dental School. Mike specialises in cosmetic dentistry, offering a wide range of treatments from simple composite bonding to the most comprehensive full mouth rehabilitations. His unique approach combines his surgical

prowess with restorative techniques as well as laser in dentistry to enhance both the functionality and aesthetic appeal of dental treatments.

#### **Dr Tesni Metcalfe BDS**

Tesni graduated in dentistry from University of Wales College of Medicine, Cardiff in 2004 before taking up further training posts in Bath and Portsmouth. She returned to Wales in 2008 to work in General Practice. She has a special interest in Oral Surgery and Restorative Dentistry. She holds a certificate in Advanced Adult Life Support, is a member of the Local Dental Committee and is a trainer for Foundation Dentists.

#### **Dr Eirini Pasisi BDS**

After completing her studies in Neuroscience, Eirini retrained as a dentist and qualified from Cardiff Dental School in 2003. Eirini has worked at Parkway Clinic since 2018. Eirini is an experienced multi-disciplined dentist committed to postgraduate education, having a particular interest in cosmetic orthodontics, endodontics and laser in dentistry. Eirini is an Invisalign provider.

#### **Dr Pedro Leite BDS**

Dr Leite, originally from Portugal, has a special interest in Endodontics. Pedro obtained his degree in 2005 in Portugal and moved to Swansea in 2006 to work in an NHS general practice. In 2008 he completed the Certificate in Restorative Dental Practice in the UCL Eastman Dental Institute. He has been working mostly in private practice since 2011. During his time in practice Pedro completed the MSc in clinical endodontics in 2016 through the University of South Wales.

#### **Dr Theo Stennett BDS**

Dr Stennett joined Parkway Clinic in March 2021. Theo graduated from the University of Bristol School of Dentistry in 2017. Theo is a Dental Phobia Certified dentist and is dedicated to providing a patient-centred care. He understands the importance of compassion, understanding, patience, and a gentle touch in helping patients overcome their dental anxiety. Theo also has a special interest in Invisalign

#### **Dr Richard Field BDS**

Dr. Richard Fields graduated with Honours from the University of Glasgow in 2011. His expertise revolves around Cosmetic & Aesthetic Restorative Dentistry, and he has undertaken extensive training in this specialised field.

#### **Dr Jo Saele Specialist In Prosthodontics**

Dr. Jo Saele is a Specialist in Prosthodontics. Graduating from Cardiff in 2014, he has successfully completed his 3-year postgraduate training in Prosthodontics.

#### **Dr Cianna O'Brien Specialist In Periodontics**

Cianna has seven years of experience in both primary and secondary care. She graduated with honours from the University of Manchester in 2016 with a Bachelor of Dental Surgery (BDS). Recently, Cianna successfully completed a 3-year doctorate degree in Periodontology at Trinity College Dublin, earning a full-time doctorate in periodontology – D.CH.DENT (Periodontology) – in October 2023.

**Dr Sareena Jakhu BDS**

Sareena Jakhu has a special interest in delivering high-quality endodontic treatment. Her commitment lies in providing exceptional care and ensuring the highest standards of dental expertise. Sareena Jakhu earned her BDS (Hons) from Cardiff University, School of Dentistry, in 2015. With a passion for continuous learning, she achieved her MFDS RCPS (Glasg) and completed her MSc in Endodontics from UCL Eastman Dental Institute with Merit in 2021.

**Dr Maria Eframidou BDS**

Dr. Maria Eframidou has been treating the dental community of Swansea since 2014, following her graduation with a degree in dentistry in 2004. Her journey in dentistry is marked by a profound commitment to advancing her expertise, demonstrated through the completion of an extensive Postgraduate Diploma in Dental Implantology.

**Dr Owen Emmanuel BDS**

Owen Emanuel earned his BDS with First-Class Honours from Cardiff University Dental School in 2010. Owen is dedicated to delivering exceptional care to all his patients and upholds a commitment to maintaining the highest standards. He has an interest in Laser in dentistry

**Dr Lisa Ace BDS**

Lisa Ace is a highly experienced dental professional with 26 years of dedicated service in the field. She is renowned for her unwavering commitment to providing exceptional dental care. Lisa's extensive background includes ownership and successful management of a dental practice, Lisa has held various roles, from a dental associate to a dental principal and practice owner. Her true passion lies in general dentistry due to its diverse and engaging nature.

**Dr Ellis Davies BDS**

Ellis graduated from the University of Liverpool School of Dentistry in 2017 and took up further training in Oral and Maxillofacial surgery. In 2020, he gained membership to the Royal College of Surgeons (England) Faculty of Dental Surgeons. Ellis has a special interest in Invisalign and Laser In dentistry

**Dr Scott Smith BDS**

Scott completed his studies at the University of Plymouth in 2020. He provides comprehensive general dentistry services, with a special focus on cosmetic and restorative procedures including laser in dentistry. Scott is also a certified Invisalign provider. Since graduation, Scott has been actively pursuing a Post Graduate Diploma in Minimally Invasive Aesthetic and Restorative Dentistry.

**Dr Rhiannon Davies BDS**

Rhiannon earned her BDS with Honours from Cardiff University in 2018, preceded by an LLB Law (Honours) degree at Aberystwyth University. She has extensive experience in general dentistry and a passion for restorative dentistry. Rhiannon completed the Tipton Postgraduate Certificate in Restorative Dentistry in October 2022 and passed MFDS part 1 from The Royal College of Surgeons of Edinburgh in October 2019.

## Dental Hygienists

### **Mrs Kate Drake**

Kate joined the Parkway team in 2014, Kate gained her Certificate of hygiene at Manchester University in 1990. Prior to this Kate was a qualified dental nurse. In 2021 Kate won the prestigious award of Hygienist of the Year in the Private Dentistry Awards. Kate's special interests include treating anxious and nervous patients.

### **Mrs Christine Thomas**

Christine joined the Parkway Clinic team in 2019, Christine gained her Certificate of Hygiene at Cardiff University in 1999. In 2023 Christine won the prestigious award of Hygienist of the Year in the Private Dentistry Awards. Christine's special interests include coaching and mentoring students

### **Ms Amy Evans**

Amy joined the Parkway Clinic team in 2014. Amy gained a Certificate of Higher Education in Dental Nursing from Cardiff University in 2013 and worked at Parkway Clinic as a dental nurse before going on to complete a Diploma in Dental Hygiene in Cardiff University in 2020. Amy's special interests include Laser in Dentistry and gum health being linked to general health.

### **Mr Eladio Pesario**

Eli graduated with a degree in Dental Medicine in the Philippines in 1996. He joined Darren Owakee's practice in 2008, which later merged with Parkway in 2017. Eli registered as a Dental Hygienist in September 2021, following the completion of his dental credentials with the GDC. Eli's special interests include Laser in Dentistry

## Anaesthetists

### **Dr P B Majoe MB ChB 1980 Zimbabwe; LRCP Edin LRCS Edin LRCPS Glasg 1980**

Dr Majoe has worked in NHS and Private Hospitals since he qualified in 1980. He is a Director at Parkway Clinic and has been working at the Clinic since its opening in June 1997. Dr Majoe is responsible for the Anaesthetic Service at the Clinic. He is a qualified Advanced Life Support and Paediatric Advanced Life Support Provider.

### **Dr Simon Whittaker MB BCH University of Wales**

Dr Simon Whittaker is a Consultant Paediatric Anaesthetist based at Morriston Hospital, Swansea. His interests also lie in Obstetrics & Difficult Airway Anaesthesia. He is a Faculty Member of the Managing Emergencies in Paediatric Anaesthesia (MEPA) Course. He is the Paediatric Anaesthetic Lead.

### **Dr Sabelo Ndlovu MB ChB FRCA**

Dr Sabelo is a Consultant Anaesthetist who currently works in Morriston Hospital Swansea as well as Parkway Clinic.

## Managers

### **Mrs Sian Majoe - RDN OHE DAN SED Cert Dental Rad Registered Manager / Operational Director**

Mrs Majoe had worked in NHS and private General Dentistry for eighteen years before starting at Parkway Clinic as the Clinic Manager when it opened in 1997. She is a qualified Dental Nurse Registered with the General Dental Council, Oral Health Educator, Dental Anaesthetic and Dental Sedation nurse. Mrs Majoe also holds the Certificate in Dental Radiography. She was on the panel of National Examining Board for Dental Nurses for twelve years examining the National Certificate, Oral Health Education Certificate and Dental Sedation nursing before retiring in 2007. She gained an NVQ Level 4 in Management in 2005. Sian has completed the ECDL. Her responsibilities as Operational Director span the Operational, Management and co-ordination of the Assistant Managers, Leads of Departments, Dental nurses, and General Nurses of every department within the Clinic. Sian has been responsible for ensuring the smooth running of every Inspection with Healthcare Inspectorate Wales since 2000.

### **Mrs Joanne John – RDN – Manager**

Mrs John qualified in May 2001. She worked in General Practice since 1999. Joanne started working at Parkway Clinic in February 2010. Mrs John qualified as an Advanced Life Support Provider in February 2012 and gained the National Certificate for Dental Radiography in September 2016. She passed her Practice Management course in 2018. Joanne is currently working towards her Level 4 Leadership and Management Qualification.

### **Mrs Donna Llewellyn – RDN – Manager**

Donna started working in dentistry in 1989 and gained her NEBDSA (National Certificate for Dental Surgery Assistants) in 1991. Donna has worked for Dr Owakee since 2008 and was undertaking a management role in Kee Dental Care, Sketty, prior to its merge with Parkway Clinic in May 2017. Donna gained her Certificate in Dental Radiography in 2020.

### **Miss Nicola Clegg – RDN – Manager**

Nicola started working in dentistry in 1989. She has gained her NEBDSA (National Certificate for Dental Surgery Assistants) and the Certificate in Dental Radiography. Nicola has worked for Dr Owakee since 2001 and was undertaking a management role in Kee Dental Care, Sketty, prior to its merge with Parkway Clinic in May 2017.

### **Mrs Tahnee Griffiths – RDN – Clinical Manager**

Tahnee qualified as a dental nurse in 2013. Tahnee has been working at Parkway since 2019. Tahnee has gained many qualifications including impressing taking in 2016, Fluoride Application in 2017, Dental Radiography in 2020, Dental photography in 2021 and Cone Beam Computed Tomography (CBCT) in 2021. Currently Tahnee is working towards a Level 4 Management course.

## Treatment and Services

The kinds of treatment carried out are as follows: -

### **The provision of General Dentistry to include: -**

- Dental restoration (fillings)
- Extractions
- Minor Oral Surgery
- Cosmetic Dentistry
- Dental Implantology
- Prosthetics
- Endodontics
- Prosthodontics
- Invisalign
- Periodontics
- Laser for Dentistry

### **Consultant led treatment of: -**

- Temporomandibular Joint Dysfunction
- Aesthetic facial Pain
- Surgical Dentistry
- Biopsies

All specialties can be undertaken under LA, Sedation, General Anaesthesia, as appropriate.

### **The facilities available for the benefits of the patients are as follows:-**

- Fully equipped theatres, recovery rooms
- Radiography including OPT & CBCT
- Disabled persons entrances, exits and WC
- Relaxing waiting areas
- Children's play area
- Up to date reading material
- Information about other all treatments available
- Local Anaesthetic
- Relative analgesia
- Sedation (Age range 3-80 yrs)
- General Anaesthetic (Age range 3-80 yrs)



## **Arrangements made for the consultation with patients about the operation of the establishment**

Any patient enquiring about the operation of Parkway Clinic is invited to make an appointment with the Clinic Manager at a mutually convenient time.

If the patient so wishes, one or more of the Directors will also be available to assist with any enquiries.

The patient can be given a tour of the Clinic where all the facilities available can be demonstrated. The Statement of Purpose with all its relevant information will be made available to the patient. The patient guide clinic brochures or written information can also be distributed.

All enquiries into the actual operation of the Clinic can be head-lined under either surgical, dental, anaesthetic, nursing or operational and any of these can be detailed by the relevant Director or Manager.

The Clinic undertakes to make all its processes transparent and will make every effort to satisfy any patient enquiry.

If the patient is unhappy about any aspect of the consultation, he/she will be invited to meet with the Manager/Directors to discuss his/her views or concerns.

In the unlikely event that there is still no satisfactory resolution to the enquiry, the Healthcare Inspectorate Wales will be drawn into the enquiry.

## **Equal Opportunities and Diversity Policy**

### **Introduction**

Parkway Clinic is committed to providing a working environment in which employees are able to realise their full potential and to contribute to its business success irrespective of their gender, race, disability, sexual orientation, marital status, part time status, age, religion or belief. The Clinic values the differences that a diverse workforce brings.

As much as the Clinic is committed to identifying and eliminating unlawful discriminatory practices, procedures and attitudes within it, it also expects employees to support this commitment and to assist in its realisation in all possible ways.

Specifically, the Clinic aims to ensure that no employee or candidate is subject to unlawful discrimination, either directly or indirectly, on the grounds of gender, race (including colour,

nationality or ethnic origin), disability, sexual orientation, marital status, part time status, age, religion or belief. This commitment applies to all aspects of employment, including:

- recruitment and selection, including advertisements, job descriptions, interview and selection processes;
- training;
- promotion and career development opportunities;
- terms and conditions of employment, and access to employment related benefits and facilities;
- grievance handling and the application of disciplinary procedures; and
- selection for redundancy.

This policy sets out the intent and aspiration to achieve Equality and Equal Opportunities for ALL within the Clinic. We will achieve this through training, discipline, leading by example and encouragement and an unremitting adherence to one of the most fundamental of human rights.

## **Definitions**

Discrimination is any form of unfavourable treatment.

**Age Discrimination** is any form of treatment which is unfavourable and which is related to a person's age. Discrimination according to age is illegal under the terms of The Employment Equality (Age) Regulations 2006.

**Direct Age Discrimination** is treating a person less favourably on the grounds of their age.

**Indirect Age Discrimination** is applying a provision, criterion or practice equally to all but which would put a person of that age group at a greater disadvantage when compared with others.

**Sex Discrimination** is any form of treatment which is unfavourable and which is related to gender or marital status. Discrimination according to sex is illegal under the terms of the Sex Discrimination Act 1975. The Act applies equally to men and women.

**Direct Sex Discrimination** is when one person is treated less favourable on the grounds of their sex than a person of the other sex is or would be treated in similar circumstances. This can occur when a person is refused a position or promotion because of their sex or because of a factor which is sex linked, such as the ability to bear children. For example, it is illegal to refuse to employ a woman because she is of child bearing age and 'judged' likely to have children. A candidate should be treated on merit, irrespective of sex.

**Indirect Sex Discrimination** is a requirement or condition, which cannot be justified on job-related criteria on grounds other than sex, which is applied to men and women equally but has the effect, in practice, of disadvantaging a considerably higher proportion of one sex than the other. For example: requiring employees to be of a minimum height, which cannot be justified in terms of the task they have to perform.

**Direct Marriage Discrimination** can occur when a married person is treated less favourably in employment, because they are married, than a single person of the same sex is or would be treated in similar circumstances.

**Indirect Marriage Discrimination** occurs when a requirement or condition of employment, which cannot be justified on job-related criteria on grounds other than marital status, is applied equally to married or single persons (of either sex), but has the effect in practice of disadvantaging a considerably higher proportion of married than single people (of the same sex).

**Race Discrimination** is any form of treatment which is unfavourable and which is related to colour, race, nationality (including citizenship), ethnic or national origin. Discrimination according to race is illegal under the terms of the Race Relations Act 1976. As with sex discrimination, race discrimination can be direct or indirect. An example of direct discrimination might be offensive remarks about black people or about a religion or faith where the majority of believers are black. Indirect discrimination might be where an employer requires higher language standards from employees than are needed for the safe and effective performance of the job.

**Victimisation** is when the employer treats an employee (of either sex) less favourably than other employees are or would be treated, because the employee has brought or threatens to bring proceedings, or give evidence or information against an employer with reference to the Sex Discrimination Act, Race Relations Act or Equal Pay Act. These provisions do not apply if the original discrimination allegation was false or was not made in good faith.

**Harassment** is a form of discrimination where a person is made to feel uncomfortable because of sex, race, age, disability or religion. It may involve action, behaviour, comments or physical contact, which is found objectionable, offensive or intimidating by the recipient. The recipient may feel threatened, humiliated or patronised by the perpetrator. It is not always a conscious or intentional act, but it is the recipient's feelings in response which are important.

**Sexual Harassment** is a form of sex discrimination. The practice defines harassment as unwanted conduct of a sexual nature or other conduct based on sex, which affects the dignity of those who work in the practice. This can include unwelcome physical, verbal or non-verbal conduct. Both men and women may be subject to harassment.

**Racial Harassment** is a form of race discrimination and might involve racist jokes and banter or insults, taunts and jibes.

**Religious Discrimination** is where a person is treated less favourable because of their religious beliefs; for example, promoting a less able person to work rather than a Jewish person using the reason that the Jewish person would not work on Saturdays. The Fair Employment (NI) Act 1989 enables employees who feel that they have been discriminated against on the grounds of religious belief or political opinion to take action against an employer.

**The Right to Equal Pay** provides equality in the terms of an employee's contract where s/he is employed to perform work which is rated equivalent to that performed by a member of the opposite sex or work of equal value to that of a member of the opposite sex.

**Disability Discrimination** is where a person is treated less favourably because of disability. Occasionally a disability can limit a person's capability for some forms of employment. Discrimination occurs when the treatment of the individual is unfavourable taking into account the disability; for example, making it a condition of employment that the employee can drive an unmodified car when the job can be performed adequately without driving.

**Not tolerate** means that we will take disciplinary action in accordance with the Clinic's disciplinary procedure against any employee who breaches this policy. If the allegation involves a self-employed contractor or a partner in the Clinic, the matter will be dealt with by Sian Majoe.

### **What should you do if you feel that you are the subject of discrimination or harassment?**

#### **Discrimination**

Raise the issue with Sian Majoe in the first instance. If the matter is not resolved informally, then you should submit a written complaint to Sian Majoe.

#### **Harassment**

- Let the perpetrator know how you feel about their behaviour. You could do this either by speaking to them or, if you do not wish a confrontation, by putting your thoughts in writing.
- Ask them to stop the behaviour.
- Keep a good record of the incidents.
- Report the incidents as soon as possible to the Manager. If the incident involves that person, then you should report the matter to one of the Partners.

### **What we will do about discrimination or harassment**

- We will take any allegation seriously. We will listen to your complaint sympathetically and record it thoroughly.
- We will adopt this policy, modify it in the light of changes in the law and monitor our performance against it.
- If you make a complaint or allegation of harassment, the Clinic will initiate the grievance procedure in your contract of employment. The incident will be investigated thoroughly. You will be informed of the outcome and you will be kept well informed at every stage. Your complaint may be treated as confidential if you request it to be so, but, if you wish us to investigate or take action, we will have to involve the alleged perpetrator in the investigation of your complaint, who has a right to give their version of the events. We will deal with your complaint as soon as possible and in any event within 20 working days.

- If you make an allegation of discrimination, the Clinic will initiate the grievance procedure in your contract of employment. Your complaint will be investigated thoroughly and you will be informed of the outcome within 20 working days.
- An employee breaching this policy will be liable to disciplinary action. Persistent or blatant discrimination or harassment could lead to dismissal.
- In the event of an allegation of discrimination by a prospective employee, the incident will be investigated thoroughly and the complainant will be informed of the outcome. The matter will be dealt with as soon as possible and in any event within 20 working days.
- If you feel that your complaint has not been resolved by the practice, you should contact the local Citizens Advice Bureau or take legal advice. Legal redress may also be sought from an employment tribunal and the complaint should be referred to a tribunal within three months (less one day) of the alleged discriminatory act.

## Code of Practice for Patient Complaints

In this Clinic we take complaints very seriously indeed and try to ensure that all patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

1. The persons responsible for dealing with any complaint about the service which we provide is: Dr Phil Majoe.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to The Complaints Officer immediately. If The Complaints Officer is not available at the time, then the patient will be told when she/he will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing, the letter will be passed on immediately to The Complaints Officer
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible normally within two working days. We will seek to investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure, a complaint may be made to:

### **HIW**

Government Buildings  
Healthcare Inspectorate Wales  
Rhydycar Business Park  
Merthyr  
CF48 1UZ

### **Children's Commissioner**

Oystermouth House  
Charter Court  
Phoenix Way  
Llansamlet  
Swansea  
SA7 9FS

### **The Dentist's Registration Body**

The General Dental Council  
37 Wimpole Street  
London  
W1G 8DQ

### **The Doctors & Surgeons Registration Body**

The General Medical Council, Regent's Place, Euston Road, London NW1 3 JN

## Maintenance of Privacy and Dignity for Patients

1. All patients have a right to individual care when undergoing treatment at Parkway Clinic.
2. A private consulting room is always available for patient consultation. This room is separate from the reception and the theatres.
3. To facilitate privacy, each recovery area has its own curtain screen.
4. All members of staff are charged with the responsibility of ensuring that all reasonable steps are taken to ensure that privacy and dignity are respected.
5. All patients must have a chaperone when they are to be visited / examined by a surgeon or anaesthetist.
6. In all areas of the operating environment, no patient is to be left unattended.
7. Where there is a male anaesthetist and assistant, a female member of staff must remain with the patient until their safe transfer into theatre.
8. The patient must not be exposed for skin preparation and draping unnecessarily.
9. Skin exposure should be minimal but sufficient to allow correct preparation and access for surgery.
10. Any complaints by patients of a breach of their dignity to right to privacy must be brought to the attention of the clinic manager immediately.

## Reporting procedure

Abuse of children and/or vulnerable adults can take many forms including physical, emotional, sexual and financial. It is not the responsibility of anyone within Parkway Clinic, in a paid or unpaid capacity to decide whether or not abuse has taken place. It is therefore vital that staff raise all cases of suspected or alleged abuse in line with the procedures identified within this policy. It is important to do this as there may have already been concerns expressed by other members of staff and failure to report concerns may put a vulnerable adult at risk.

Any disclosure or suspicion of abuse must be reported to the Manager as soon as possible. The Manager in consultation with the Directors will gather further information and details by interviewing the person making the report or the service user directly.

The Directors will then devise an appropriate plan of action. The exact nature of the action will be determined by the individual circumstances, but it may include the involvement of external authorities, such as Social Services, referral organisations and the police. All staff of Parkway Clinic will be familiar with the good practice guidelines.

Any allegation made against a member of staff should be reported to one of the Directors who will investigate and take action as per the policy. In the event of an allegation made against one of the Directors, this should then be reported to the other two Directors who will carry out an investigation as per policy.

If a disclosure of abuse is made by a service user, care should be taken to explain to them the procedure that will be followed and they should be told that it may not be possible for Parkway Clinic to maintain confidentiality. All staff should be familiar with and adhere to Parkway Clinic Guidelines for Good Practice for working with Service users.

- If it is necessary for a member of staff to meet with a service user outside of Parkway Clinic, where at all possible, this meeting should be in a public place.
- Visiting service users at their home is not encouraged, but it is recognised that in certain circumstances it may be unavoidable. In the event of a staff member visiting a service user at home they must ensure that another member of staff must be present.
- Service users must never be given access to the home address or telephone number of any member of staff. Service users' contact details should never be disclosed to anyone outside of Parkway Clinic without their explicit consent.
- No member of staff should be alone in the surgery or offices within the clinic with any service user.

The following guidelines on immediate action to be taken following the reporting of abuse of a child or vulnerable adult:-

1. React calmly so as not to frighten or deter him/her.
2. Re-assure him/her that you are glad they have told you, and it is not their fault.



3. Do not promise to keep it to yourself. At the earliest opportunity remind them of the clinic's confidentiality policy and explain what this means.
4. Explain that you need to keep them safe and may have to pass on the information to somebody trusted to deal with it appropriately.
5. Listen carefully to what they say and take them seriously.
6. Allow them to tell you what happened in their own words.
7. It is important to clarify what you have heard, and to establish the basic facts. However, avoid leading questions and do not ask them specific questions about explicit details.
8. If possible make brief notes during the initial disclosure, explaining to them why you are doing this. If it is not possible to do this at the time, then make notes as soon as possible afterwards. All notes should be dated and signed by the staff member taking them. The information collected should include the following:-
  - The nature of the suspicion or allegation
  - The description of any visible injury
  - Dates and times and any other factual information
  - The distinction between fact, opinion or hearsay

## **Recruitment, Selection and Training of Staff**

Parkway Clinic will ensure that its recruitment and selection procedures will take into account the need to protect the safety of children and vulnerable adults. Two references will be taken up for all successful candidates prior to a formal offer of employment, and where appropriate referees will be asked to comment on the applicant's suitability to work with children and vulnerable adults.

The successful applicant will be asked to agree to the appropriate Disclosure & Barring Service (DBS) check. Disclosures will be requested prior to taking up the post, but in the event of a disclosure taking more than a week then the applicant will be asked to sign a form promising no convictions, until correct form can be obtained. Induction for new staff will include information on all relevant policies and procedures, including the protection of vulnerable adults.

### **Recruitment Aims**

Parkway aims to:

- Attract good candidates
- Ensure equal treatment of all applicants
- Identify and appoint the best applicants
- Maintain an effective and streamlines recruiting process which makes the best use of time and money

### **Equal Opportunities**

Parkway's Equal Opportunities Policy applies to the recruitment process and must be complied with at every stage of the recruitment process.

Prospective applicants should not be discriminated against either directly or indirectly on the grounds of race, nationality, ethnic origin, marital status, sexual orientation, cultural or religious beliefs, disability and age, or whether pregnant.

Preparation of job descriptions, person specifications, advertisements, short-listing, interviewing and selection of applicants will reflect a commitment to achieving and maintaining equal opportunities within the Clinic.

Interviewers will only ask job-related questions.

### **Obtaining Authority to Recruit**

Before any post/vacancy can be advertised, it is necessary to obtain formal authorisation from the Directors. Such authorisation shall include the number and description of posts to be advertised and details of where the post is to be advertised. When deciding whether to grant authorisation, The Parkway will consider the rationale for the vacancy e.g. replacement, restructure, or expansion, to ensure that recruitment is justified.

### **Recruitment Pack**

Before a vacancy is advertised the following information should be prepared:

- An updated job description
- A person specification

- Draft advertisement

## **Job Description**

The job description will define the nature of the tasks, duties and responsibilities that the post will require and where the post fits into the organisational structure.

The Operational Director is responsible for the preparation of the job description.

The job description will be written in clear and simple language.

Where a job description already exists for the vacancy then it will be reviewed to ensure that it is current, still accurately describes the role and should be updated where necessary.

The salary for the post should be determined and included in the job description.

A copy of the job description will be sent out to all persons applying for the post to enable them to prepare adequately for the interview process.

The job description will eventually form part of the applicant's contract of employment.

## **Person Specification**

It is the role of the Operational Director to prepare the person specification.

This differs from the job description as it provides a summary of the qualifications, skills, experience, knowledge and personal characteristics required to undertake the role. Any criteria set will be related to the post and ability required for the post. There will be no unnecessary conditions attached, or the use of words, which would imply unjustifiable bias.

A copy of the person specification will be sent out to all persons applying for the post.

## **Advertisement**

All vacancies must also be advertised internally within the company to all members of staff.

The job advertisement will be prepared by the Operational Director to ensure consistency.

The advertisement will be kept short and simple and provide all the relevant information to enable individuals to determine whether they have the relevant skills, experience and qualifications for the post.

Vacancies will also be advertised externally. The Clinic will avoid using publications or employment agencies that focus on a niche market as this may limit the diversity of applicants and so constitute indirect discrimination.

The advertisement will also specify the closing date for the return of the application forms.

Any advertisement will be carefully worded so as to be free of any discriminatory words, phrases or intention. For example, it should avoid giving age limits or age ranges; also avoid the use of words, such as, "young graduates", "mature person" or "selection will be based upon age and experience". Where possible relevant skills, rather than qualifications will be highlighted.

## **The Selection Process**

Appropriate selection procedures will be used for each post. Procedures may vary. At its simplest this may involve a straight forward interview and skills testing. For more senior posts psychometric testing may be included.

The Operational Director will arrange that at least two people will be involved in short listing and sit on the Interview Panel.

The Operational Director will:

- Decide on the interview format and determine which areas to concentrate on with the questioning
- Decide on who will be on the Interview Panel

### **At the interview**

The Operational Director will ensure that the Interview Report Form is completed as fully as possible. When interviewing, Equal Opportunities legislation is strictly adhered to, with no discrimination shown on any grounds.

When all candidates have been interviewed, the panel decide on the most suitable persons for the post. The Operational Director:-

- Will arrange to inform the successful candidate as soon as possible, agreeing a commencement date and starting salary
- This will be done by writing to the appointee, offering the post providing satisfactory references and pre-employment checks have received
- Initiate a personnel file and computer entry for the new member of staff
- If the appointee refuses the offer, the “next best in line” candidate will be contacted.

# Duty of Candour - service user guide

Openness and honesty should be at the heart of every relationship between those providing treatment and care and those experiencing it.

## What is the Duty of Candour?

The Duty of Candour is a legal requirement for NHS Organisations in Wales to be open and honest with service users receiving care and treatment. This is outlined in the Health and Social Care (Quality and Engagement) (Wales) Act 2020.

The Duty of Candour applies if the care we provide has, or may have contributed to unexpected or unintended moderate or severe harm, or death.

## Our aim

At Parkway Clinic, we strive to provide high quality, safe and compassionate care to all of our patients. However, even when we do our best, people may sometimes experience harm. That is why we have the Duty of Candour.

Our goal is to create a culture of trust and openness, so that you can feel confident in the care you receive from us.

## What do we mean by moderate or severe harm?

**Moderate Harm:** A Patient experiences a moderate increase in treatment and significant but not permanent harm, and the care provided by the the Parkway Practitioner did or may have contributed. For example, they are given medication despite this being documented in their notes as an allergy, and this leads to a significant reaction requiring four or more days in hospital before recovery.

**Severe Harm:** A Patient experiences a permanent disability or loss of function and the treatment at Parkway Clinic did or may have contributed. For example, they are given medication despite this being documented in their notes as an allergy, and this leads to brain damage or other permanent organ damage.

**Death:** A Patient dies and the treatment at Parkway Clinic did or may have contributed to the death. For example, they are given medication despite this being documented in their notes as an allergy, and this leads to their death.

## What can you expect?

Here is a summary of the Duty of Candour Procedure that the Parkway Clinic will follow:

- On first becoming aware that the duty of candour applies, Parkway Clinic must notify the patient or a person acting on their behalf. This contact should be 'in person', which means by telephone, video call or face to face.
  - The purpose of the 'in person' notification is to offer an apology, provide an explanation of what is known at that time, offer support, explain the next steps and provide point of contact details.
  - The Patient or person acting on their behalf will be sent a letter within five working days, confirming what was said in the 'in person' notification.
  - Parkway Clinic will undertake an investigation to find out what happened and why, and how we can prevent it from happening again.
  - This will take place according to the NHS Wales 'Putting Things Right' Procedure.
  - The named point of contact provided as part of the Duty of Candour procedure will give you more information about this process and what happens next.
  - If you do not want us to contact you, or if you would prefer someone to act on your behalf, please let us know and we will make the necessary arrangements.

## Making an apology

Making a meaningful apology is an important part of the Duty of Candour procedure. An apology is an expression of sorrow or regret for the harm experienced. However, an apology is not an acceptance of blame or legal liability.

## Further support

If you have any questions, need further information, or would like guidance, please visit our website, or contact Parkway Clinic On 01792 455780.