

*Parkway  
Clinic*

*Statement of  
Purpose*

*2021/2022*

***WELCOME***

***TO***

***PARKWAY***

***CLINIC***

# Parkway Clinic

## *Statement of Purpose*

Location

*All areas*

Reviewed by: Sian Majoe / Phil Majoe

Date: January 2021

Review due: January 2023

### **Directors**

Dr Phillip Majoe  
Mrs Sian Majoe  
Dr Darren Owakee

### **Managers**

Mrs Sian Majoe – Registered Manager  
Mrs Ros Ash – Manager  
Mrs Joanne John – Assistant Manager  
Miss Gemma Davies – Assistant Manager  
Mrs Donna Llewellyn – Assistant Manager  
Miss Nicola Clegg – Assistant Manager

### **Oral Surgeons**

Mr Ketan Shah  
Mr Madhav Kittur

### **Oral Surgery Specialists**

Dr Darren Owakee  
Dr Jonathan Rees  
Dr Hesham Emam

### **Dental Surgeons**

Dr Darren Owakee  
Miss Tesni Metcalfe  
Dr Madhan Mohan Natarajan  
Dr Jonathan Rees  
Dr Theo Stennett  
Dr Eirini Pasisi  
Dr Prash Vasudevan  
Dr Deiniol Prowse-Jones  
Mrs Tracey Butler  
Dr Dr Pedro Leite  
Dr Mike Gray

### **Hygienist**

Kate Drake  
Christine Thomas  
Amy Evans  
Sarah Griffiths

### **Anaesthetists**

Dr Simon Whittaker  
Dr Sabelo Ndlovu  
Dr Phil Majoe

### **Consultants**

Dr Christian Egeler  
Prof Iain Whittaker  
Mr Luke Anderson  
Mr Gary Shuttleworth  
Mr Mario Saldanha  
Mr. Sidath Wijetilleka  
Mr. David Janicek (MUDr)  
Mrs. Bharati Vusirikal  
Mr Michael Austin  
Mrs Eirini Skiardaresi

### **Nurses**

Zoe Fox- RGN

### **Dental Nurses**

Stacey Thomas – Theatre Lead  
Eli Pesario – Dental Surgery Lead  
Jessica Salter – Dental Surgery Lead  
Amy Gough – Head of Theatre  
Duncan Howells- Head nurse level2  
Tahnee Beavan – Head nurse level2

Katie North  
Kathlyn Bartlett  
Susan Osmond  
Yasmin Turner  
Stefanie Benalcazar  
Claire Owens  
Liddia Collett (Trainee dental nurse)  
Stephanie Norris

### **Dental Nurse/Receptionists**

Carol Dabbs  
Rebecca Peters  
Danielle Reynolds  
Kayleigh Carroll

### **Decontamination Nurses**

Rowena Michael – (Trainee dental nurse)  
Beverley Davies

### **Administration**

Judy Richards – Personal Assistant

Donna Brooks – Head TCO  
Munera Alenizy – Administrative Coordinator  
Hannah Blackler Tco/Receptionist  
Savannah Rafferty  
Cara Thompson  
Seren Rees  
Danielle McCusker

### **HUB**

Danielle Robins  
Katie Francis

Beverley Murray  
Elicia Lannen  
Britney Pyle

## [Aims and objectives of Parkway Clinic - June 2020](#)

**Parkway Clinic** is a privately owned Clinic providing General Dentistry ,Minor Oral Surgery, Cosmetic and Reconstructive surgery, , Regional Pain Management, Dermatological Diagnosis and Therapeutics, and Eye Surgery 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 has owned his own Practice for the past 13 years in Swansea and has recently become 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.

## PLASTIC SURGEONS

Professor Iain Whittaker MA Cantab PhD FRCS Plast is a Plastic and Cosmetic Surgeon, who has performed over 7,000 plastic surgery procedures in 6 different countries over the past decade. He is on the specialist register for plastic surgery in the UK, is a Full Member of BAPRAS, sitting on their Research council, and is the Deputy Editor of Europe's Largest Plastic Surgery Journal, JPRAS. He is internationally recognised for surgical innovations and is a multiple prize winner. His aim is to provide safe, bespoke surgery using the most up to date techniques and life- long aftercare.

## **Ophthalmic Surgeons**

**Mr. Garry Shuttleworth (BSc, MB BS, FRCOphth) / GMC: 3614923 Consultant Ophthalmic Surgeon specialising in Cataracts, Glaucoma, Ocular Surface Disease, Oculoplastic Diseases and Adnexal Diseases.**

Mr. Garry Shuttleworth graduated in medicine from Charing Cross and Westminster School of Medicine (University of London) in 1990. He was top of the year with distinctions, prizes and certificates of merit.

**Mrs. Bharati Vusirikala (MBBS, MRCOphth, FRCOphth) / GMC: 5197362 Specialising in Oculoplastic procedures- Blepharoplasty, Ptosis, Eyelid malposition correction, Cataract surgery (Phacoemulsification)**

Mrs. Bharati Vusirikala currently works as a Consultant Ophthalmologist in Singleton Hospital, Swansea and Neath Port Talbot Hospital. She qualified in India in 1997, did her Ophthalmic training in Wales, and then went on to do fellowships in Oculoplastics at Cardiff and Cambridge.

**Mr. David Janicek (MUDr) / GMC: 6105515 Consultant Ophthalmologist specialising in Cataract Removal**

Mr David Janicek is an NHS consultant ophthalmologist based at Singleton Hospital in Swansea. His main field is general ophthalmology, and he specialises in Cataract Removal. He graduated from medical school in Olomouc, in the Czech Republic, in 1998, where he trained until he moved to Swansea in 2005. He was appointed as a consultant in November 2011 and his subspeciality interests are cataract surgery and general ophthalmology.

**Mr. Mario J Saldanha (FRCS, FRCOphth, DO) / GMC: 6076440 Cornea, Cataract and Refractive Surgeon**

Mr. Mario J Saldanha is currently a Consultant Ophthalmologist at Singleton Hospital, Swansea as well as a director of Eye Wales. He holds an Honorary Senior Lecturer position with Cardiff University. He graduated from Medicine in 1996. He has over 20 years experience in ophthalmology working in a variety of eminent Ophthalmic centres in the UK and Internationally.

**Mr. Sidath Wijetilleka (BSc MBBS FRCOphth) / GMC: 7090267 Consultant Ophthalmic Surgeon specialising in Vitreous, Retinal and Complex Cataract Surgery.**

A University College London graduate, and recipient of the Sir Thomas Lewis prize in 2010, Mr. Wijetilleka has gained a wealth of experience working across London before pursuing a career in Ophthalmology. Following seven years of Ophthalmic Specialist training in South Wales, Mr. Wijetilleka gained Advanced Fellowship Training in Vitreoretinal surgery.

**Mr. Luke Anderson (MBChB FRCOphth ) / GMC: 6052669 Cataract and Glaucoma Surgeon**

Luke Anderson is a cataract and glaucoma specialist. He is the clinical lead for Ophthalmology in Swansea Bay University Health Board and a director of Eye Wales. He qualified from Leicester University in 2002 and then worked in Australia before undertaking Ophthalmic higher surgical training in Hampshire and then Wales.



## Oral Surgeons

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

Mr. Ketan Shah is a Consultant Oral and Maxillofacial Surgeon at Morriston 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**

Mr Kittur is a Consultant Oral and Maxillofacial Surgeon, currently working in Morriston Hospital Swansea

## 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 has owned his own Practice for the past 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

**Dr Jonathan Rees**

Jonathan Rees is a Specialist Oral Surgeon and a General Dental Surgeon. His clinical practice is dedicated to the surgical procedures related to the placement, restoration and maintenance of dental implants together with the extraction of teeth and surgical management of infection. He is experienced in hard tissue grafting and manipulation, including ramus, chin and sinus grafting as well as the use of particulate biomaterials, with an interest in periodontal surgery in relation to dental implantology.

Dr Rees is Senior Clinical Teaching Fellow at Manchester University, teaching surgery and implant dentistry to Masters students. He is an Examiner in dental implantology for Manchester University and an examiner in Implant Dentistry for the Royal College of Surgeons in Edinburgh. Also Director of the Faculty of General Dental Practice(UK) North West Division and Chair of Examiners in Implant Dentistry at the FGDP(UK).

**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 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 and outreach tutoring. He has gained the Advanced Life Support qualification

**Dr Mike Gray BDS**

Dr Gray qualified in 2009 at Bristol Dental School.  
He has a special interest in Cosmetic Dentistry.

**Miss 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.

**Mrs E Pasisi – BDS**

Eirini has worked at Parkway Clinic since 2018.  
She has a special interest in Invisalign retainers

**Dr Pedro Leite BDS**

Dr Leite, originally from Portugal, has a special interest in Endodontics

**Dr Theo Stennett BDS**

Dr Stennett joined Parkway Clinic in March 2021

**Dr Deiniol Prowse-Jones BDS**

Deiniol joined Parkway Clinic in March 2021

**Dr Hesham Emam BDS, FDSRCS**

Dr Eman works as a surgical specialist in Morriston Hospital

**Dr Madhan Mohan Natarajan BDS**

Dr Mohan has a special interest in Implantology and Cosmetic Dentistry

**Dental Hygienists**

Mrs Kate Drake

Mrs Christine Thomas

Ms Amy Evans

Miss Sarah Griffiths

**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

**Dr Christian Egeler MD (Germany) FRCA.**

Consultant Anaesthetist specialising in Regional Anaesthesia and Chronic pain management. He is the Lead Clinician for Persistent Pain Services in Swansea Bay University Health Board since 2012 specialising in diagnosis, medication and injection intervention.

## 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 Rosalind Ash – RDN Dental Sedation Nursing – Manager**

Mrs Ash had worked in General Dentistry for sixteen years before starting at Parkway Clinic in 1998. She gained her National Dental Nursing Certificate in 1983 and a Certificate in Dental Sedation Nursing in 2002. She had gained the radiography Certificate for Dental Nurses in 2009. Ros is a qualified Advanced Life Support and Paediatric Life Support Provider. Ros has been a Manger of level 2 for six years.

### **Mrs Joanne John – RDN – Assistant 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.

### **Miss Gemma Davies – RDN – Assistant Manager**

Miss Davies has worked as a dental nurse since 1999. Gemma started workingat Parkway Clinic in February 2014. Gemma gained the National Certificate for Dental Radiography in September 2016. She passed her Practice Management course in 2018.

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

Donna, gained her certificate in Dental Radiography in 2020.

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

Nicola started working as a dental nurse in 1989. She gained her National Dental Nursing Certificate and the Certificate in Dental Radiography. Nicola has worked for Dr Owakee since 2001 and joined Parkway Clinic in May 2017 when Kee Dental Care moved to Parkway.

## Administration

### **Mrs Judy Richards – RDN – Personal Assistant**

Mrs Richards qualified as a Dental Nurse in 1992 and has worked in General Dentistry for twenty years before starting at Parkway Clinic in April 2001. Judy is the Personal Assistant of the Operational Director and Registered Manager. Judy is an Advanced Life Support Provider and has recently gained the National Certificate for Dental Radiography. She is integral to the operational matters of the clinic.

### **Danielle McCusker – Receptionist**

### **Seren Rees - Receptionist**

### **Donna Brooks – Receptionist – Head Treatment Coordinator**

### **Savannah Rafferty – Receptionist**

### **Hannah Blackler – Tco/Receptionist**

### **Munera Alenizy – Administrative Coordinator**

### **Katie Francis – Telephonist/Administrator**

### **Elicia Lannen - Telephonist/Administrator**

### **Danielle Robins - Telephonist/Administrator**

### **Beverley Murray - Telephonist/Administrator**

### **Britney Pyle - Telephonist/Administrator**

### **Cara Thompson - Receptionist**

## Receptionists & Dental Nurses

### **Mrs Carol Dabbs – RDN**

Mrs Dabbs has worked in NHS and Private Dentistry for over twenty years before starting at Parkway Clinic in April 2001. She has recently gained the Radiography Certificate for Dental Nurses. She is an Advanced Life Support Provider.

### **Mrs Rebecca Peters – RDN**

Mrs Peters qualified as a dental nurse in 2006. She had a lot of experience in General Dental Practice before starting at Parkway Clinic in 2011. She is currently studying to be an Advanced Life Support provider.

### **Mrs Stacey Edwards – RDN – Theatre Lead**

Mrs Edwards qualified as a dental nurse in 2005. She has worked in general practice for eight years. Stacey commenced her employment at Parkway Clinic in November 2012.

Mrs Edwards is a Theatre lead at Parkway Clinic and trained in advanced life support.

### **Amy Gough – RDN – Head of Theatre**

### **Danielle Reynolds – RDN**

### **Eli Pesario – RDN - Dental Surgery Lead**

### **Jessica Salter – RDN – Dental Surgery Lead**

**Sue Osmond - RDN**

**Kayleigh Carroll – RDN**

**Tahnee Beavan – RDN – Head Nurse**

**Duncan Howells – RDN – Head Nurse**

**Emily Beaton – RDN**

**Yasmin Turner - RDN**

**Kathlyn Bartlett – RDN**

**Katie North – RDN**

**Claire Owens – RDN**

**Stephanie Norris – RDN**

**Liddia Collett – Trainee Dental Nurse**

### **Decontamination Nurses**

#### **Miss Beverley Davies**

Beverley has worked in Parkway Clinic since 2010. She is a decontamination nurse.

#### **Mrs Rowena Michael**

Mrs Michael started at parkway Clinic as a Decontamination nurse in 2019, she has now started her training as a Trainee Dental nurse also

## 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

Age range 3 – 80 yrs

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

- Temporomandibular Joint Dysfunction
  - Aesthetic facial Pain
  - Surgical Dentistry
  - Biopsies
- Age range 3-80 yrs

VARIATION

ADDITION TO CONDITION 1

MEDICAL TREATMENT UNDER LOCAL ANAESTHETIC, GENERAL ANAESTHESIA OR SEDATION  
COSMETIC AND RECONSTRUCTIVE CONSULTATIONS AND SURGERY

**AGE RANGE 18 – 80 YRS**

CONSULTANT LEAD

PRE, PER & POST OPERATIVE CARE FOR :-

- BREAST AUGMENTATION
- INVERTED NIPPLE CORRECTION
- MINI ABDOMINOPLASTY PLUS OR MINUS LIPOSUCTION
- UPPER ARM REDUCTION
- THIGH LIFT
- REDUCTION OF LABIA
- BLEPHAROPLASTY
- PINNOPLASTY

- REPAIR OF SPLIT EARLOBES
- EXCISION OF SKIN LESIONS AND RECONSTRUCTION
- TRIGGER FINGER RELEASE
- CARPAL TUNNEL RELEASE

### **Ophthalmic Services**

#### **Please see addendum Statement of purpose for Eye Wales**

All specialties can be undertaken under LA, Sedation Regional Anaesthesia, 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
- Relative analgesia
- Regional Anaesthesia
- Sedation
- General Anaesthetic



## 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 Jones.

## **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 are: Mrs Sian Majoe and 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  
W1M 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 appropriate Enhanced Disclosure 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.