

Statement of Purpose

The Abbey by Duthie Dental

Full Address of Registered Provider:	Dr Marie Louise Ryan and Dr John Lister Duthie The Abbey by Duthie Dental THE ABBEY @ 1 CPA LTD 1 Childwall Park Avenue Liverpool L1 0JE
Telephone:	The Abbey by Duthie Dental: 01517074959 Mobile: 07876794858
Email Address:	drmarielouiseduthie@yahoo.co.uk
Care Quality Commission Provider ID:	1-8484298776
Provider is:	A partnership

The Registered Manager at this location is:

Name:	Dr John Lister Duthie
Telephone:	07595218991
Email Address:	jackduthie@hotmail.co.uk

The Regulated Activity at the above locations is: Primary Dental Care (DEN)

Regulated Services Provided

The regulated activities provided comprise:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures

Aims and Objectives

This dental practice consists of dedicated and professional employees. We strive to be acknowledged by our patients, suppliers and regulators as a leader in our sector. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

Our Aims

We aim to provide dental care and treatment of consistently good quality for all patients and only to provide services that meet patients' needs and wishes. We aim to make care and treatment as comfortable and convenient as possible.

In addition, we aim:

- To understand and exceed the expectations of our patients
- To both motivate and invest in our team and acknowledge their value
- To encourage all team members to participate in achieving our aims and objectives
- To clearly set and monitor targets in all areas



- To invest in property, equipment and technology and to innovate processes based on a measured business case

Our Objectives

The objectives of the practice are to deliver a service of high standard in line with professional standards:

- To be accountable for individual and team performance
- To support each other in achieving patient expectations
- To maintain the highest professional and ethical standards
- To rapidly respond to the needs of our team and our patients
- To encourage innovation, ambition, enterprise and continuous improvement
- To ensure staff are trained and competent through investment and personal development

This is achieved by offering patients a personal service, integrating the highest quality products with the latest proven techniques and protocols.

Patients are treated with honesty and integrity, in complete confidence and the utmost discretion, in comfortable surroundings, at a reasonable cost.

The practice complies with the requirements of the Advertising Standards Authority and the guidance of the General Dental Council and ensures that any advertisements reflect the true nature of services offered.

Practice Location and Facilities

This practice offers dental services to the whole population which consist of:

- Preventive advice and treatment
- Routine and restorative dental care
- Cosmetic Dentistry
- Root canal treatment
- Dental hygiene
- Facial Aesthetics
- Surgical treatment
- Tooth whitening
- Crown and bridgework
- Implants
- Orthodontic treatments
- IV Sedation

GDP'S/ Specialist/Consultant at The Abbey

Mr Jack Duthie BDS (Lpool) GDC 245173

Partner/GDP

Dr Marie Louise Duthie BDS
(NCL)MJDF RCS END PG DIP NSFA GDC 80585

Partner/GDP

Dr Jack Bowker BDS GDC 57077

Associate GDP

Dr Orla Carty BDentSc (Hons), BA, MFDS (RCSEd),
PGDip ClinEd (RCPSG), PG Cert Medical Leadership,
MOrth (RCSEd), DSc, FDS (Orth) (RCSEd) GDC 231098

Associate/ Specialist Orthodontist

Dr Lisa Duthie BDS (Hons) MJDF RCS(Eng) PG Cert (Imp)
GDC 191366

Associate GDP/ Implants

Dr Nicholas Longridge BSc (Hons) BDS (Hons)
MFDS RCS (Ed) M Endo RCS (Ed)
DDSc (Endodontics)PGCAP,FHEA GDC 243963

Associate Specialist Endodontist

Dr Samuel Johnson BDS MSc(Endo)

Associate Endodontist

Dr Katie Olson Turner BDS(Hons)
MFDS RCSEd PGcert PGdDip Cons Sed GDC244459.

Associate Oral Surgeon/ Sedation

Dr Natalie Olson Turner BDS (Hons)
MFDS RCSEd PGCert PG Dip Cons Sed
GDC 229002

Associate Oral Surgeon/Sedation

The Hygiene/Therapy Team

Justine Curran GDC 5830
Laurie Osu Duncan GDC 243455
Kate Elmsley Pearson GDC258044

Therapist
Therapist
Therapist

DCPS

Hannah Afflick GDC 267712
Lauren Blowe's GDC 281369
Jade Clegg GDC 252247
Erin Cross GDC 313928
Sharon Dagnall GDC 153773
Debra Devin GDC 158042
Claire Eagles GDC 311533
Melissa Ellis GDS 152836
Eimear Keating (awaiting GDC No)
Julie McLoughlin GDC 148916
Maria Ester Palla GDC 307075
Lydia Peers GDC 298830
Hayley Flannigan GDC NO 333054

The Reception Team

Ella Clarke Waterson
Rhianne Davies

Accounts Administrator

Svetlana Filipova

Management Team

Rosalind Duthie (Strategic Manager)
Ingrid Hughes (Practice Manager)
Stephanie Mackey (Practice Manager)

Facilities within The Abbey by Duthie Dental Premises

- The Abbey is well located on a main bus route with nearby parking and local amenities
- It is a gated Building with secure parking for our patients
- Our large conservatory and Japanese Garden provide a comfortable space for patients to relax and enjoy before their treatment
- There is a downstairs surgery to provide easy access for wheelchair users or people with Prams and push chairs
- X Ray / Scanning suite
- We employ digital Imaging for instant radiography at the lowest and safest dosage: equipment is registered with the Health and Safety executive
- There is one surgery on the ground floor and three surgeries on the first floor
- The Ground floor Bathroom is modern, accessible and has Baby changing facilities
- We have a purpose-built decontamination facility to assure Best Practice standards of infection control
- We offer specialist services for Endodontics, Implants, Oral Surgery and Sedation

Making an Appointment

- All patients are seen on an appointment basis
- Opening Hours at both Practices are
Monday to Thursday 8am – 6pm
Friday 8am – 5pm
- Emergency appointments are available daily

Cancellations Policy

At least 48 hours' notice is required of a cancellation otherwise a charge may be made, which will be based on the circumstances of the patient and at the practice's discretion.

Smoking Policy

To provide a safe healthy and smoke-free environment for staff and patients, the establishment is a no smoking area.

Methods of Payment/Credit

All major credit/debit cards are accepted.

Mobile Phones

Patients are requested not to use mobile phones within the building.

Car Parking

There are parking facilities at the practice.

Client Centred Care

We care about providing the right treatment for patients, so treatments and procedures are only carried out after fully discussing the pros and cons with the patient.

Consultations

- All consultations are carried out in person with patients, by qualified personnel in the privacy of the consultation room.
- Records of all consultation and treatments are kept in patients' notes
- At the first consultation, a medical history will be taken and a record of the problem the patient presents with. The patient will be given information on any planned procedure, and all alternatives will be discussed, and consent obtained prior to commencement

Patient Records

The details of patients are taken at the first consultation which also form part of the patient records.

Information provided to the Patients

This practice ensures that information provided to patients and prospective patients and their families/carers is accurate and that any claims made in respect of services are justified. This is in the form of a Patient Information Leaflet.

Treatment of Children

We do provide treatment for children. We will expect minors to be accompanied to the practice by their parents or guardian.

Consent

- The practice operates a consent policy which will be advised at the first consultation for the patient to read and understand prior to going ahead with any treatment
- Patients have the right to make their own decisions about medical treatment and care. Prior to the commencement of treatment, patients will have to sign a form of consent
- Consent to treatment must always be given freely and voluntarily by a person capable of making decisions about the treatment. Those with a learning disability must be accompanied by a parent or guardian who will sign the consent form on their behalf

Patient Surveys

- The practice will obtain the views of patients at least once during their course of treatment, and use these to inform the provision of treatment and care of prospective patients
- Patients are notified as to the availability of the survey within the practice's Patient Information Leaflet. The Patient Information Leaflet itself is always readily available to patients/clients and copies are available in the waiting room and reception
- It is the policy of this practice also to carry out regular patient surveys to seek the views of our patients as to the quality of the treatment and care provided by our personnel
- This also enables the practice to ensure compliance with its quality monitoring policy in line with its standards. These results will be available for patients and their families. These will also be issued to the Care Quality Commission as and when requested
- Patients' views will be collated into a report by entering the results into a spreadsheet and totals and percentages will be calculated as to the overall performance. Explanation of the totals may also be represented by visual aids such as graphs and charts. The results of the survey will also be made available to staff by way of discussion at regular staff meetings. Guidance as to where and how to access the report will be noted in the minutes of these staff meetings

Privacy and Dignity of Patients

The privacy and dignity of patients are always respected. This practice has a policy of patient confidentiality, and all information and records are kept safe and confidential. There are facilities for patients to have private conversations with the clinical and reception staff

Checklist for Consultation

- We will explain the procedure to the patient and give them an opportunity to ask questions. We will explain what we are doing at each stage of the procedure
- If a chaperone has been present, we will record the identity of the chaperone in the notes and any other relevant issues or concerns at once following the consultation

Complaints Procedure

- This practice uses a complaints procedure as part of its dealing with patients' complaints which follows the Care Quality Commission requirements

- Patients are asked that in case of any complaint that has not been resolved by a member of the team, to speak directly or write to Ingrid Hughes (Complaints Manager), who, will listen and try to resolve the complaint as quickly as possible.
- A copy of the complaints process is held in the waiting room and foyer

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within two working days and aim to have investigated the complaint within 10 working days of the date when it was raised. We shall then be able to offer an explanation or a meeting as appropriate. If there are any delays in the process, we will keep the complainant informed.

When we investigate a complaint, we shall aim to:

- Find out what happened and what, if anything, went wrong
- Make it possible for the complainant to discuss the problem with those concerned
- Identify what we can do to make sure the problem does not happen again
- At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing

Complaining on behalf of someone else

The rules of medical confidentiality will be adhered to if the complaint is received on behalf of someone else. A note signed by the person concerned will be needed, unless they are incapable (e.g., because of illness) of providing this to allow the complaint to be investigated.

if the complaint is not resolved to the patient's satisfaction, the patient will be advised to write (as appropriate) to:

- The Dental Complaints Service (for Private Care and Treatment)
Telephone: 0208 253 0800
Email: info@dentalcomplaints.org.uk
- NHS England (for NHS Care and Treatment)
The Dental Complaints Service (for Private Care and Treatment)
Telephone: 0300 311 22 33
Email: england.contactus@nhs.net
- Care Quality Commission
Telephone: 03000 61 61 61
Email: info@cqc.org.uk

Help us to get it right

We constantly try to improve the service we offer, so we will encourage patients/clients to let us know when we have done something well or if there are any suggestions as to how we can do something better.

Signed: Marie Louise Ryan
J L Duthie

updated 15.04.26