

Statement of Purpose

Duthie Dental
The Oral Health Practice

Full Name of Registered Provider:

(or names of all partners)

Dr Marie Louise Ryan and Dr John Lister Duthie

Full Address of Registered Provider:

113-119 Woolton Road

Provider:

Wavertree

Liverpool

L15 6TB

Telephone:

0151 722 2642/722 3238

Email Address:

drmarielouiseduthie@yahoo.co.uk

Provider is

Partnership

The Registered Manager at this location is:-

Name:

Dr John Lister Duthie

Telephone:

0151 722 2642

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

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Aims and Objectives

This dental practice consists of dedicated and professional employees. We strive to be acknowledged by our clients, 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.

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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
- Root canal treatment
- Dental hygiene
- Surgical treatment
- Tooth whitening
- Crown and bridgework
- Referral for Implants
- Restorative dentistry
- Invisalign orthodontic treatment

Staff within the Practice

Name	Position	GDC Registration No:
GDPS		
Mr Jack Duthie	Partner/GDP	245173
Dr Marie-Louise Duthie	Partner/ GDP	80585
Nicola Brindle	Associate	277266
Dr Lisa Duthie	Associate GDP	191366
Bill Powell BDS	Associate GDP	64949
Vipin Syal	Associate GDP	66640
Mrs Katie Williams	Associate GDP	151589
Dr Craig Yip	Associate	243834
Hyg /Therapists		
Mrs Justine Curran	Therapist	5830
Delia Dudas	Hygienist	267575
Louise Higham	Therapist	126850
Mrs Jane McMillan	Hygienist	4009
Laurie Osu Duncan	Therapist	243455
Cathy Roberts	Therapist	139264
Shanie Wignall	Therapist	193626
DCPS		
Hannah Afflick	DCP	267712
Lisa Araz	Receptionist	na
Lauren Blowes	DCP	281369
Ella Clarke watterson	RECEPTIONIST	NA
Miss Jade Clegg	DCP	252247
Holly Cooney	Trainee DCP	NA
Erin Cross	DCP	313928
Sharon Dagnall	DCP/ Receptionist	153773
Debra Devin	DCP/ Receptionist	158042
Claire Eagles	DCP	311533

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Melissa Ellis	DCP LEAD	152836
Mia Ellis	DCP	281508
Hayley Flannigan	Trainee DCP	NA
Helen Hanson	Cleaner	NA
Grace Hughes	Trainee GDP	311423
Ingrid Hughes	Practice Manager	113194
Eimear Keatings	Trainee DCP	NA
Mrs Paula Kelly	Senior Receptionist/DCP	150286
Erin Mackey	Decon	NA
Ms Stephanie Mackey	Assistant Manager/Receptionist	148029
Lydia Mackie	Trainee DCP	NA
Mrs Julie McLoughlin	DCP/Trainer	148916
Caitlin O'Flaherty	Trainee DCP	NA
Maria Ester Palla	DCP	307075
Lydia Peers	DCP	298830
Sarah Powell	Receptionist	4350
HANNAH SMITH	Trainee DCP	NA
Maureen Thompson	cleaner	NA
Miss Chloe Williams	DCP	189666
Rosalind Duthie	Strategic Manager	NA

Facilities within the Premises

- The Oral Health Practice is well located on a main bus route with nearby parking and local amenities
- Our large patient lounge provides a comfortable waiting space
- We have a purpose-built decontamination facility to assure Best Practice standards of infection control
- There are two downstairs surgeries to provide easy access for wheelchair users or people with prams or pushchairs
- We have recently refurbished a bathroom which is wheelchair friendly and easily accessible
- We employ digital imaging for instant radiography at the lowest and safest dosage: equipment is registered with the Health and Safety Executive

Making an Appointment

- All patients are seen on an appointment basis
- Emergency appointments are available daily for registered patients
- Opening Hours: Monday-Thursday 8am-6pm
- Fridays 8am-5pm
- Saturdays by appointment only

Cancellations Policy

At least 24 hours' notice is required of a cancellation otherwise a charge may be made (where permitted), which will be based on the circumstances of the patient and at the practice's discretion.

Smoking Policy

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

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Methods of Payment/Credit

All major credit/debit cards are accepted. Interest free credit available T&C apply

Mobile Phones

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

Client Centred Care

We care about providing the right treatment for patients. Treatments and procedures are only carried out after fully discussing the pros and cons with the patient and consent gained

Consultations

- All consultations are carried out in person with patients, by qualified personnel in the privacy of the treatment room.
- Records of all consultation and treatments are kept in patients' notes
- At the initial consultation, a medical history will be taken and an outline of the problem the patient presents with. They 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 initial consultation which also forms 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 Leaflets.

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 issued at the first consultation for the patient to read and understand prior to proceeding with any treatment
- Patients have the right to make their own decisions regarding medical treatment and care. Prior to the commencement of treatment, patients will be required to sign a form of consent
- Consent to treatment must always be given freely and voluntarily by a person capable of making decisions regarding 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 its patients at least once during their course of treatment, and use these to inform the provision of treatment and care of prospective patients
- The Patient Information Leaflet itself is always readily available to patients and copies are available in the waiting room and reception

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- It is the policy of this practice also to carry out annual random patient surveys to seek the views of our patients/clients 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 respected at all times. 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 immediately following the consultation

Complaints Procedure

- This practice operates a complaints procedure as part of its dealing with patients' complaints which complies with the Care Quality Commission requirements
- Patients are asked that in the event of any complaint, to speak directly or write to The Practice Manager, Ingrid Hughes. Patients who require further advice regarding the complaints process should direct their enquiry to the Partners who, when applicable, will recommend the services of an independent advocate. A copy of the complaints process is held in the waiting room

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 looked into the complaint within 10 working days of the date when it was raised. We shall then be in a position 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 look into 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

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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 required, unless they are incapable (e.g. because of illness) of providing this to allow the complaint to be investigated.

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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:30.09.2025

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