

Statement of Purpose

The Gateway Dental Practice

Provider: Gateway OHS Ltd

Practice Address:

The Gateway Dental Practice
44 Cross Street
Abergavenny
Monmouthshire
NP7 5ER

Telephone: 01873 737737

Registered Manager: George Warmisham BDS, Dip Con Sed

Date: March 2026

Review Date: March 2027

1. Introduction

This Statement of Purpose outlines the services provided at The Gateway Dental Practice, the aims and objectives of the practice, and the arrangements in place to ensure patients receive safe, effective, and high-quality dental care.

The document is intended to provide information for patients, staff, regulators, and other stakeholders about how the practice operates and the standards of care patients can expect.

2. Provider Details

The Gateway Dental Practice is operated by Gateway OHS Ltd, a limited company registered in the United Kingdom.

Company Directors

- George Warmisham
 - Stacey Richards
 - Stephanie Brooks
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3. Responsible Individual and Registered Manager

Registered Manager and Complaints Manager

George Warmisham BDS, Dip Con Sed

The Registered Manager is responsible for the day-to-day management of the practice and ensuring that services are delivered in accordance with relevant legislation, professional standards, and best practice.

4. Practice Location

The Gateway Dental Practice
44 Cross Street
Abergavenny
Monmouthshire
NP7 5ER

Telephone: 01873 737737

The practice provides dental care in a safe and welcoming environment designed to support patient comfort and privacy.

5. Aims and Objectives

The Gateway Dental Practice aims to provide a high standard of dental care to all patients while supporting both oral health and overall wellbeing.

Our objectives are to:

- Deliver safe, effective, and evidence-based dental care.
 - Promote preventative dentistry and good oral health.
 - Provide a caring and supportive environment for all patients.
 - Support patients who may require additional reassurance or care during dental treatment.
 - Maintain high standards of infection prevention and control.
 - Ensure all staff maintain appropriate training and professional development.
 - Encourage patient feedback and use this to continually improve services.
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6. Services Provided

The Gateway Dental Practice provides General Dental Services to patients.

Services include:

- Routine dental examinations and treatment
- Preventative dental care and oral health education
- Restorative dental treatments
- Dental hygiene and therapy services
- Dental treatment under conscious sedation for patients who require additional support during treatment

The practice has a particular focus on providing care for patients who may feel anxious or require a little more time, care, and attention during dental procedures.

7. Urgent and Out of Hours Care

Urgent dental care is available at the practice.

Patients requiring urgent treatment are asked to contact the practice as early as possible in the morning so that an appointment can be arranged the same day where possible.

Outside normal practice hours, patients can contact the NHS Dental Helpline for advice and assistance on:

01633 744387

8. Staffing Structure

All clinical staff are appropriately qualified and registered with the General Dental Council (GDC) where required. Staff undertake continuing professional development to ensure they maintain high professional standards.

Dentists

- **George Warmisham** – BDS (GDC No. 213170)
- **Hannah Hutchison** – BDS (GDC No. 73240)

Dental Therapists

- **Hannah Griffiths** – GDC No.106222, Diploma in Dental Therapy, Diploma Dental Hygiene.
- **Natalie Walden**- GDC No. 247693, Diploma in Dental Hygiene and Therapy.
- **Charlotte Davies** – GDC No. 258912, BSc Dental Hygiene and Dental Therapy.

Dental Nurses

Stacey Richards – GDC No. 148186

NEBDN Dental Nursing

NEBDN Sedation Dental Nursing

Oral Health Education

Fluoride Varnish Application

Impression Taking

Lead Dental Nurse

Stephanie Brooks – GDC No. 244308

NVQ Level 3 Diploma in Dental Nursing

NEBDN Sedation Dental Nursing

Dental Radiography

Fluoride Varnish Application

Cross Infection Lead

Sally Bishop – GDC No. 276458

NVQ Level 3 Diploma in Dental Nursing

NEBDN Sedation Dental Nursing
Fluoride Varnish Application
Primarily works on reception

Paige Nangle – NVQ Level 3 Diploma in Dental Nursing

Rosie Skyrme – Trainee Dental Nurse
Training for NVQ Level 3 Diploma in Dental Nursing

9. Patient Feedback and Engagement

The Gateway Dental Practice values feedback from patients as part of our commitment to improving services.

Patient feedback is obtained through:

- Direct discussions with patients
- Patient satisfaction surveys

The feedback received is reviewed by the practice team and used to improve the quality of care and patient experience where appropriate.

10. Complaints Procedure

The practice operates a clear complaints procedure to ensure that concerns are addressed promptly and fairly.

Patients who wish to make a complaint are encouraged to contact the practice directly.

Complaints should be submitted in writing to:

George Warmisham
Complaints Manager
The Gateway Dental Practice
44 Cross Street
Abergavenny
Monmouthshire
NP7 5ER

All complaints are handled confidentially and investigated in accordance with the practice complaints policy.

11. Privacy, Dignity and Confidentiality

The Gateway Dental Practice is committed to ensuring that all patients are treated with respect, dignity, and compassion.

Patient information is handled in accordance with data protection legislation and professional standards. Confidentiality is always maintained and patient privacy is respected during consultations and treatment.

12. Equality and Welsh Language

The Gateway Dental Practice is committed to providing services that are inclusive and accessible to all patients.

Patients will not be discriminated against on the basis of age, disability, gender, race, religion, sexual orientation, or any other protected characteristic.

Where possible, the practice will support patients who wish to communicate in the Welsh language and will make reasonable efforts to accommodate individual communication needs.