

Statement of Purpose

Emergency Dental Service

Provider Details

- **Name of Provider:** The Emergency Dentist Ltd
- **Registered Address:** 33a Rodney Street, Liverpool, L1 9EH
- **Service Address:** 33a Rodney Street, Liverpool, L1 9EH
- **CQC Registration Number:** 1-27219493435
- **Registered Manager:** Mr John Lister Duthie
- **Legal Status:** Limited Company

Aims and Objectives of the Service

The Emergency Dentist Ltd is a dental surgery based in Liverpool, providing dental care to patients. Our primary aim is to provide **safe, effective, responsive, and patient-centred emergency dental care**, ensuring patients receive prompt assessment, pain relief, and appropriate treatment in a professional and compassionate environment.

Our objectives are to:

- Provide timely dental care at times convenient to patients
- Assess patients' oral health through a comprehensive assessment.
- Relieve dental pain and manage acute dental conditions
- Prevent the worsening of dental emergencies
- Offer clear advice, reassurance, and onward care planning
- Maintain high standards of clinical governance, infection control, and patient safety

Services Provided

The service provides **dental treatment**, including but not limited to:

- Assessment and diagnosis of dental pain and infection
- Management of acute dental trauma
- Treatment of dental abscesses and swelling
- Temporary and permanent restorations and emergency extractions where clinically indicated.
- Prescribing medications when appropriate and within scope of practice
- Advice on pain management, oral health, and follow-up care

The service does **not** provide routine or cosmetic dental treatment but this may be consider in the future. If this were to happen out .

Service Users

The service is available to:

- Adults and children requiring urgent dental care
- Patients who are not registered with a dentist
- Patients unable to access their regular dentist during evenings, nights, weekends, or bank holidays

Care is provided regardless of gender, ethnicity, disability, religion, or socioeconomic background.

Location and Hours of Operation

The service operates from a dedicated dental surgery in Liverpool and provides care **outside normal dental practice hours**, including:

- Evenings
- Weekends
- Bank holidays

Appointments are accessed via [telephone booking / online booking / referral route].

Staffing and Management

The service is staffed by:

- GDC-registered dentists
- Appropriately trained dental nurses
- Administrative support staff as required

All staff are suitably qualified, competent, and work within their professional scope of practice. The Registered Manager is responsible for ensuring the service is safe, well-led, and compliant with CQC regulations.

Patient Safety and Quality of Care

We are committed to providing care that is:

- Safe and effective
- Evidence-based and compliant with current clinical guidelines
- Delivered in accordance with CQC Fundamental Standards

Robust systems are in place for:

- Infection prevention and control
- Safeguarding children and vulnerable adults
- Clinical audit and quality improvement
- Complaints handling and incident reporting
- Consent and confidentiality

Equality, Dignity, and Respect

Patients are treated with dignity, respect, and compassion at all times. Reasonable adjustments are made to support patients with disabilities or additional needs, and information is provided in a clear and understandable manner.

Patient Feedback and Complaints

We encourage patient feedback to improve our service. A clear and accessible complaints procedure is in place, and all complaints are managed fairly, transparently, and in line with CQC requirements.

Conclusion

[Provider name] is committed to delivering a high-quality out-of-hours emergency dental service that meets the urgent needs of the local population in Liverpool. We aim to provide timely, safe, and compassionate care while continuously striving to improve our service through patient feedback and quality assurance.