



Statement Of Purpose

Address and postcode: 34 Victoria Avenue
Porthcawl
CF36 3HG

Telephone Number: 01656 783217

Email Address: porthcawldental@outlook.com

Aims and Objectives of the Establishment

Provision of dental services to our patients including routine dental care, cosmetic dental treatment, emergency dental care and specialist dental services such as dental implant treatment and orthodontic treatment.

We aim to promote good oral health care and advice and have a big emphasis on prevention.

Involve other healthcare professionals in patient care, where it is necessary – such as referring out of the practice for specialist treatment/assessments i.e. – Oral and Maxillofacial surgery

We pride ourselves on ensuring that we provide the best possible care for our patients and create a welcoming atmosphere, calm environment to help create a comfortable dental experience.

Registered Owners Details

Name: Dr Robert Eifion Roberts (GDC – 203768)

Address and postcode: 34 Victoria Avenue
Porthcawl
CF36 3HG

Email: porthcawldental@outlook.com

Staff Member Details

Name: Dr Bharat Nagrani

Position: Owner/Principal Dentist – GDC - **153101**

Relevant Qualification/Experience: BDS Hons (Wales) MJDF RCS (Eng) DipImpDent RCS (Eng)
MSc ImpDent URJC (Mad)

Name: Dr Robert Eifion Roberts

Position: Owner/Principal Dentist – GDC - **203768**

Relevant Qualification/Experience: BDS Hons (Wales) MFDS RCS (Edin)

Name: Hywel Price

Position: Associate Dentist – GDC - **66601**

Relevant Qualification/Experience: BDS University of Wales 1991

Name: Dr Caryl Wilson-Nagrani

Position: Specialist Orthodontic Consultant – GDC - **85660**

Relevant Qualification/Experience: BDS (Shef) MFDS RCS (Eng) MOrth RCS (Edin) FDS RCS (Edin) FHEA PhD (Cardiff), Senior Lecturer & Consultation Orthodontist.

Name: Frances Evelegh

Position: Associate Dentist – GDC – **289278**

Relevant Qualification/Experience: BDS University of Plymouth 2020

Name: Jagroop Kaur Sandhu

Position: Associate Dentist – GDC – **271407**

Relevant Qualification/Experience: BDS University of Bristol 2017

Name: Sophie Price



Position: Hygienist – GDC -

310415

Relevant Qualification/Experience: Diploma in Dental Hygiene Cardiff University 2023

Name: Katie Jordan

Position: Dental Nurse – GDC -6739

Relevant Qualification/Experience: Diploma Dental Hygiene University of Wales 2005

Name: Sylvia Barnes

Position: Co - Practice Manager

Relevant Qualification/Experience: Practice Manager for 20 years

Name: Joanne Sperduty

Position: Co - Practice Manager and Dental Nurse – GDC - 218672

Relevant Qualification/Experience: National Certificate NEBDN 2011

Name: Leah Thomas

Position: Dental Nurse - GDC -**305420**

Relevant Qualification/Experience: Diploma in Dental Nursing Level 3
QCF City & Guilds 2022

Name: Sharon Humphreys

Position: Dental Nurse – GDC - 130266

Relevant Qualification/Experience: National Certificate NEBDN 2003

Name: Erin Czajkowski

Position: Dental Nurse – GDC - 312489

Relevant Qualification/Experience: NEBDN National Diploma in Dental Nursing 2023

Name: Anna Jones

Position: Dental Nurse – GDC -193678

Relevant Qualification/Experience: NVQ L3 Dental Nursing & VRQ L3 Dental Nursing City &
Guilds 2010

Name: Eden Tuttle

Position: Dental Nurse – GDC - 275508

Relevant Qualification/Experience: Diploma In Dental Nursing Level 3 QCF City & Guilds
2018

Organisational Structure

Practice Owners/Principals

Dr Bharat Nagrani

Dr Robert Eifion Roberts

Associate Dentists

Dr Hywel Price

Dr Frances Evelegh

Dr Caryl Wilson Nagrani

Dr Jagroop Kaur Sandhu

Practice Managers

Sylvia Barnes

Joanne Sperduty

Hygienists

Sophie Price

Katie Jordan

Dental Nurses

Sharon Humphreys

Leah Thomas

Erin Czajkowski

Joanne Sperduty

Anna Jones

Eden Tuttle



Receptionists

Sylvia Barnes

Leah Thomas

Eden Tuttle

Services/Treatments/Facilities

Dental Examinations

Dental X-Rays

Scale and Polish

Root Surface Debridement

Emergency Dental Treatment

Fillings

Crowns

Bridges

Root Canal Treatment

Veneers

Tooth Extractions

Dental Implants

Private Orthodontic Treatment



Composite Bonding

Tooth whitening treatment

Facial Aesthetic treatments

Patient Views

We ask patients to complete questionnaires to gain feedback and we often receive verbal feedback.

We encourage reviews on social media and our website.

We feel as though this can improve our understanding of what our patients expect from us and will allow us to develop an excellent service that will meet our patients needs more specifically.

Arrangements for Visiting / Opening Hours

Monday – 08:30 – 17:30

Tuesday – 08:30 – 19:00

Wednesday – 08:30 – 15:30

Thursday – 08:30 – 15:30

Friday – 08:30 – 12:30

Saturday – 9-12 once a month

Sunday – CLOSED

Advice and information for emergency dental treatment present on our practice answer phone.

Arrangements For Dealing With Complaints

Our practice complaints procedure is in place and easily accessible to our patients.

The complaints are initially made to our Practice Managers Miss Sylvia Barnes or Joanne Sperduty and will be discussed with the practice owners Dr Bharat Nagrani and Dr Robert Eifion Roberts.

Complaints are acknowledged within 48 hours, explaining how the complaint will be dealt with. This will then be followed up in writing within ten working days.

The time frame for investigating and subsequently reporting on will be outlined in writing to the patient.

The complaint will be investigated; the relevant team members are contacted to give their views.

The patient clinical records are checked, and the defence union will be contacted to seek advice.

The outcome of the investigation is explained thoroughly to the patient.
We have a complaints procedure document to hand out to patients if they request it.

Privacy And Dignity

~~We are committed to provide an excellent service to all patients.~~

We have a ramp leading up to the door with a secure handrail to allow easy access to the practice. There are no obstructions to the entrance. The practice is all based on the ground floor to allow easy access for all patients.

At Castle Court Dental Care we ensure that people can make choices regardless of their race, age, gender, sexual orientation, disability and religion or beliefs.

We avoid using dental jargon as much as possible so patients can fully understand their proposed treatment and make informed decisions.

If there are language difficulties, we encourage bringing along a friend, relative or translator along to the appointments to help the patient understand better and to translate.



We ensure that children who are not Gillick Competent are accompanied by their legal parent/guardian so authorised consent can be gained and informed decisions can be made.

If a patient has learning difficulties, we ensure that they are accompanied by a relative or carer who is experienced in communicating with them so that the patient is aware of what is happening and informed decisions can be made.

New Statement of Purpose Written: 25th February 2025

Reviewed by: **Bharat Nagrani**

Date Statement of Purpose reviewed: **01 December 2025**

Reviewed By: **Bharat Nagrani**

Date Statement of Purpose reviewed: **26th March 2026**

Reviewed By: **Joanne Harvey**

Date Statement of Purpose reviewed:

Reviewed By:

Date Statement of Purpose reviewed:

Reviewed By: