



**22a Caroline Street
Bridgend
CF31 1DQ**

TEL: 01656 652259

Email :Loveyoursmile@22dental.co.uk

Our Team

Practice Owner and Registered Manager

**Dr. Cheryl Roach-Price BDS {Wales}.LLM.LAMP-GDC No. 67445
Qualified at the University Dental Hospital, Cardiff 1992**

HYGIENIST

Lorna Lincoln – GDC 267274

FOUNDATION DENTIST

Matthew Helmich – GDC No. 301879

NURSES/RECEPTIONISTS

**Delyth Evans – GDC No. 145392
Naomi Summerfield – GDC No. 268508**

TRAINEE DENTAL NURSES

Abbie Rees

We would like to extend a warm welcome to our practice.

The practice is very much a family type practice and we provide care for people of all ages from the surrounding areas and further afield.

We offer a wide range of treatments under the NHS as well as private treatments and welcome new patients for both NHS and private care. Please note, at present the practice has a waiting list for new NHS patients wishing to join.

In order to keep up to date with modern developments and treatments, all staff attend regular courses to ensure they keep their skills up to date. As well as ensuring that our clinical skills are up to date, we also continue to modernise the facilities and equipment in the practice. We also ensure we keep up to date with new developments in materials and techniques.

Patient confidentiality is of paramount importance to all members of staff and will not be passed onto third party without patients consent.

NEW PATIENTS

- *New patients are welcome subject to capacity*
- *We welcome new NHS patients to be added to the practice NHS waiting list, as well as those requesting private care*
- *We also provide treatment under our own 22 Dental Payment Plan*
- *We will always make it clear to you if you are being treated under NHS arrangements or otherwise.*
- *We welcome all patients, irrespective of their ethnic, religious or any other background.*
- *All patients are treated with the same high level of respect and dignity*
- *We understand that many patients have anxieties about attending the dentist and we will always treat you in a sympathetic and caring manner. Please feel free to discuss any of your concerns with us.*

What do we expect from our patients

- *We have a zero tolerance policy for violent and aggressive patients.*
- *You treat us with the same courtesy and respect that we treat you*
- *You keep your appointments*
- *If you have to cancel an appointment, give us as much notice as possible*
- *You settle your accounts promptly*
- *You take care of your mouth and attend regularly for check ups*
- *We hope you will recommend us to your family and friends*

What you can expect from us

- *We have a zero tolerance policy and a violent and aggressive patient's policy and protocol to follow.*
- *Privacy and dignity, we follow the GDPR guidance on how to store and hold confidential information.*

- If we have to rearrange any appointments we will give as much notice as possible.
- The best level of clinical care combined with the highest levels of understanding, empathy and comfort.
- All patients will be given full information on their treatment including a personalised treatment plan and full cost for the treatment.
- We seek patient views via Facebook, Twitter, Email, Google review and at the reception desk.

Free Dental Treatment

Some patients who receive NHS care do not have to pay the NHS charges

The following groups are exempt from charges and are entitled to free NHS care:

- Under 18 years
- Under 19 and still in full time education
- Pregnant women
- Nursing mothers with a child under 1 year old
- Patients on income support
- Patients with a valid NHS Tax Credit Exemption Certificate
- Patients on Pension Credit Guarantee Credit
- Patients claiming income based Employment Support Allowance
- Patients on income based jobseekers allowance
- Patients on Universal Credit

The above groups are automatically exempt and need only sign the appropriate part of the dental claim form that we ask you to sign at the start of treatment. However, there are many people, such as those on low income, who may still be able to get help with dental charges.

If you think this may apply to you, you can download an HC1W form online. You will need to complete this and forward it to the appropriate address for your claim to be assessed.

You may be asked to pay any dental charges if you are awaiting the outcome of the claim, but if it turns out that you are able to receive help, you can claim back any charges paid from the Local Health Board.

Free check ups

As well as the above exemptions, patients under 25 and over 60 years of age receive free dental examinations. However, if they require any other item of treatment in Band 1, the normal Band 1 charge will apply {see section on fees}

Items free to all/NHS

The following items are provided at no cost to the patient, as long as no other items of treatment are provided with them:

- prescriptions
- repairs to dentures
- repairs to bridges

- arrest of bleeding
- removal of sutures

Fraudulent claims for Exemption

We will always try to help you in determining if you are entitled to free treatment, but if there is any doubt, you must never claim for exemption until you are sure. We will never pressurise you into signing the form in an inappropriate manner and it is **YOUR RESPONSIBILITY TO ENSURE THAT YOU ARE ENTITLED TO FREE TREATMENT AND TO COMPLETE THE FORMS APPROPRIATELY.**

THE NHS CHECKS MOST OF THE CLAIMS FOR FREE TREATMENT AND WILL PROSECUTE ANYONE MAKING AN INAPPROPRIATE CLAIM.

What treatment is available on the NHS?

Under the NHS, we will provide all necessary treatment which we consider to be appropriate to secure oral health.
The NHS will not pay for treatment required for purely cosmetic reasons.
Dental implants are also unavailable.
Orthodontic treatment is only available on referral for patients under 18 years of age.
The Government have stopped treatment of less severe orthodontic problems on the NHS. If in doubt, please check with us.

NHS DENTAL CHARGES

These are set by the Welsh Assembly Government and Dentists have to collect these charges which are then passed on to the Local Health Board. They form no part of the Dentists' income.

The charges are set into 3 bands as follows:

Band 1. £14.70 charge

This covers examinations, x-rays, simple scaling. Any course of treatment which has one or more of these items.

Band 1 emergency care. £14.70 charge

This covers such items as temporary dressings, draining abscesses, re-cementing crowns etc.

Band 2. £47.00 charge

Any course of treatment containing any of Band 1 items PLUS any filling/s, extraction/s, root canal filling/s, denture additions/re-lines.

Band 3. £203.00 charge

Any course of treatment containing any of Band 1 and/or Band 2 items PLUS any crown/s or denture/s.

You only pay the one charge e.g. If you have an examination, x-rays, fillings and a crown, you would pay £203.00 for the whole course of treatment.

We will give written treatment plans and estimates for all Band 2 and Band 3 treatments.

What if I am unable to afford the treatment I need?

Please tell your dentist, who will try to find less expensive alternatives for you.

PRIVATE FEES AND TREATMENTS

Treatments available at the practice

We will always discuss your treatment options with you in detail and provide you with a written treatment plan and full estimate. We offer the following treatments:

- General Dentistry
- Teeth whitening (in surgery and at home)
- Composite fillings
- Orthodontics - Fastbraces
- Botox
- Facial fillers
- Root canal fillings
- Extractions
- Air flow polishing

What to do if you have an emergency during normal surgery hours

- We do our best to see patients with emergencies as soon as possible and usually on the day they contact us.
- If you have a problem, contact us immediately
- The sooner you contact us, the easier it will be for us to see you.
- We set aside regular emergency slots each day.
- We do not block off emergency slots for late afternoon as these appointments are in great demand for patients requiring regular care and this tends to be one of the busiest times of the day.
- When you call the surgery, explain to the receptionist that you require an emergency appointment and give her some information about the nature of your problem as this will help to prioritise your care. This is especially important in cases of infection causing facial swelling, bleeding after surgery and trauma to the mouth.
- During the Christmas holiday period, we usually run on reduced hours. If you require emergency care on any of these days, contact us as early as possible. The practice answer phone will give you more information about surgery hours and emergency services.

- IF YOU HAVE ANY PROBLEM RELATING TO YOUR TEETH OR JAWS, SEE A DENTIST. PLEASE DON'T BOTHER YOUR G.P. IF IN DOUBT, CONTACT US AND ASK.

What to do if you have an emergency outside of normal surgery hours

- The Local Health Board provides advice during the normal working week, Monday – Friday 0300 123 5060
- On weekends and Public Holidays the Local Health Board provides an advisory service and emergency treatment at designated clinics. To access these services and obtain further details, telephone the practice and listen to the message on the answer phone.
- The mid-week out of hours service is available from 6:30pm – 8:30am the following day, and for 24 hours on Bank holidays and weekends – 0300 123 5060

PRACTICE OPENING HOURS

We are open the following hours:

Monday – Friday 9.00am – 5.00pm - closed between 1.00pm and 2.00pm for lunch

These hours exclude Public holidays and training days.

During Christmas week, we will close for the usual public holidays. Please refer to section on “emergencies” for more information.

LOCATION

22Dental is situated in the town of Bridgend.

PUBLIC TRANSPORT

Train and bus station in town centre.

PARKING

We have no on site parking but there are ample public car parks near the town centre.

MAKING AN APPOINTMENT

Appointments can be made in person at the practice, by phone on **01656 652259**

By Email on loveyoursmile@22dental.co.uk

Via our inbox on our 22 Dental Facebook page

Via text message

Via our 22 Dental tawk.to page

DISABLED ACCESS

We have limited disabled access because we are not at ground floor level.

COMPLAINTS

Any complaints towards the practice are swiftly responded to by our registered manager.

We would be eager to resolve any complaints through good communication to find an appropriate solution.

A copy of the practice Complaints Policy and code of practice are available in reception and waiting areas.

DATA SECURITY

Please be assured that your data is being kept in the strictest confidence and will not be shared with anyone else outside the practice, unless you consent for referral purposes. The only people with consent to access your data are members of the practice and are all aware of the protocols and guidelines surrounding data protection and security.

FOR NHS COMPLAINTS :We follow the NHS redress "Putting Things Right"

Cwm Taff Morgannwg Concerns Team

Concerns Team

Ynysmeurig House

Navigation Park

Abercynon

Mountain Ash

CF45 4SN

Tel: 01443 744915

Disabled Access: Yes

Tel: 01443 744915

Email: cwmtaf.concerns@wales.nhs.uk

FOR PRIVATE COMPLAINTS PLEASE CONTACT:

Health Inspectorate Wales

Welsh Government

RhydyCar Business Park

Merthyr Tydfil

CF48 1UZ

TEL: 0300 062 8163

Email: hiw@gov.wales

Website: www.hiw.org.uk

Dental complaints service

Stephenson House

2 Cherry Orchard Road

Croydon

CR0 6BA

Phone: 08456 120 540

Email: info@dentalcomplaints.org.uk

Website: www.dentalcomplaints.org.uk

The general dental council GDC (the dentist's registration body)
37 Wimpole Street
London
W1M 8DQ

Public Wales Ombudsman
1 Ffordd Yr Hen Gae
Pencoed
CF35 5LJ
Tel: 0300 790 0203
Email: ombudsman-wales.gov.uk

LOCAL HEALTH BOARD (LHB) FOR DETAILS OF PRIMARY DENTAL SERVICES IN OUR AREA

PLEASE CONTACT:-

Address:-

Cwm Taff Morgannwg University Health Board Headquarters
Navigation Park
Unit 3
Ynysmeurig House
Abercynon
Mountain Ash
CF45 4SN

Tel: 01443 744915

WEBSITE: - www.wales.nhs.uk