



26 Park Street  
Bridgend  
CF31 4AX

**PATIENT INFORMATION LEAFLET**

**SURGERY OPEN HOURS- CLOSED BANK HOLIDAYS**

Monday	8:30am-5.00pm
Tuesday	8:30am-5.00pm
Wednesday	8:30am-6.00pm
Thursday	8:30am-5.00pm
Friday	8:30am-4.00pm
Saturday	CLOSED
Sunday	CLOSED

Thank you for choosing Park Street Dental as your Dental practice. Should you have any further questions, please speak to our reception team on 01656 652470 who will be happy to help you or email us on [hello@parkst-dental.com](mailto:hello@parkst-dental.com)

We encourage our patients to receive regular dental care to achieve and maintain good oral health. We will undertake dental care assessment during your first appointment to assess and agree your treatment needs and you will be asked to complete a medical history form when arriving at the practice. We also require you to provide us with any medication details that you are currently taking.

We aim to ensure that you are cared for by your preferred dentist. Where this is not possible, we explain the reason. The practice provides a full range of NHS treatment but refer for general anaesthesia and orthodontic treatment.

We also provide treatment on a private basis. This includes Cosmetic dentistry, Tooth Whitening and Quick Straight Teeth and Invisalign. For further information on our range of services please speak to our reception team.

**THE DENTAL TEAM**

Our Dental team will always aim to provide a high standard of care for our patients. The members of our team are: -

**Dentists-**

- Dr Phil Welch:- Practice Owner- BDS (Hons) London MFDS. RCSEd – GDC no. 85936
- Dr Bethan Lewis:- (Hons) Wales. GDC No. 103451
- Dr Flo King – GDC No. 289259
- Dr Samad Fazeli – GDC No. 317899

**Dental Therapist / Hygienist-**

- Vanessa Becerra Sanchez DipHE GDC no.282882
- Sarah Virgo – HE.DIP DH/DT GDC no. 202575
- Courtney Freeguard GDC no. 256206

**Practice Manager-**

- Catherine Hayes

**Dental Nurses-**

- Kayleigh Berry:- Dental Nurse - GDC no. 298687
- Carmen Wall:- Dental Nurse - GDC No. 304934
- Emilia Roberts:- Dental Nurse – GDC No.311282
- Katlina Smith - Dental Nurse – GDC. No 158570
- Aira Surskaite – Dental Nurse – GDC No 276623
- Sadie Pemberton – Dental Nurse – GDC No 328350
- Katie Jones – Dental Nurse – GDC No. 322415
- Kerry Byles – Trainee Dental Nurse

**Reception Team-**

- Joanne Davies – Receptionist
- Sophie Stephens – Receptionist

**YOUR RIGHTS AND RESPONSIBILITIES**

You are entitled to :-

- A thorough examination of your teeth, mouth and gums
- A full explanation of treatment options
- A written treatment plan including costs.
- Information about NHS charges. These are available in waiting room/ reception area.
- Advice on how to keep gums/teeth healthy.
- A care and treatment summary if you wish to transfer to another dentist.
- Make a complaint if you are not happy with treatment and care.

You are responsible for:-

- Giving notice if you must cancel or change an appointment. If you fail to attend more than three

appointments, we will not be able to offer you further NHS treatment.

- Following your dentists’ advice to prevent tooth decay and gum disease.
- Paying your bill promptly
- Bringing proof of entitlements when claiming help with NHS treatment. If no proof is shown, your eligibility will be checked.
- Treating our staff with courtesy and respect

**POLICY AGAINST VIOLENCE AND AGGRESSION**

We operate a policy of zero-tolerance. Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities and in certain cases, if found appropriate, the police.

**CANCELLATIONS AND MISSED APPOINTMENTS**

Missed appointments results in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the practice know as soon as possible with a minimum of 24 hours. If less than 24 hours’ notice is given to cancel a private appointment, a charge may be made. (Note: under the NHS, patients cannot be charged for missing a NHS appointment, but if a patient cancels an appointment at short notice or fails to attend on more than two occasions, the patient might be refused further care under the NHS)

**PATIENT CONFIDENTIALITY**

We take patient confidentiality extremely seriously at Park Street Dental and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your expressed permission unless the information is required by law. A copy of the practice confidentiality policy is available at reception.

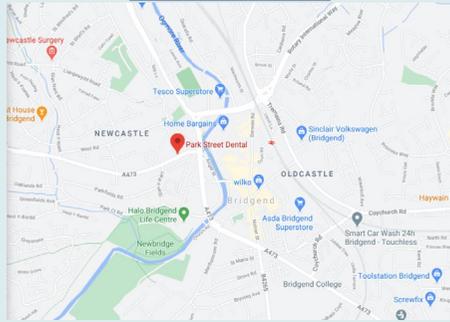
**PARKING**

Parking can be found on the street next to the practice (CAE DRE STREET) For patients with limited mobility we offer parking and access to the rear of the practice. (Please call ahead to arrange access to the rear)

**ACCESS**

The practice has disabled access and a downstairs surgery and toilet. If you do have any disability that you think we need to know about, please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

## HOW TO FIND US



## NHS CHARGES AS OF APRIL 2020

BAND 1	£20.00
BAND 2	£60.00
BAND 3	£260.00
Emergency appointment	£30.00

## HOW MUCH WILL I PAY FOR MY DENTAL TREATMENT?

Following a detailed examination by your dentist, we will discuss with you a treatment plan and provided an emailed or printed version with the estimation of charges. NHS and Private treatment fees change on an annual basis. Please ask a member of staff for more details.

Some patients may qualify for full or partial exemption from NHS dental charges. If you would like more information, please ask our receptionists. Please note that patients who fail to complete a course of NHS dental treatment may need to pay a further charge if they return later to continue with their dental treatment.

## PAYMENT METHODS

We accept the following methods of payment at the practice. Cash and all major credit cards excluding American express. We do take payments over the phone.

## REMINDERS

At the end of your course of treatment the dentist will discuss when you need to be seen again. We follow guidelines issued by the National Institute for Health and Clinical Excellence. This means you will need to attend as often as is needed to keep your gums and teeth healthy. This may be more or less than every six months. Currently we use an emailing reminder system in the practice.

We aim to provide as relaxed an atmosphere as possible and pride ourselves on being a caring practice, that delivers a high standard of dental care for all our patients.

We hope we can meet all your needs as a patient of this practice, and we value your views on how we can improve or service. Please pass on any suggestions to our staff.

## URGENT TREATMENT AND OUT OF HOURS

If you require emergency treatment, please telephone the practice at 8:30 am on the day of the emergency and you will be allocated an emergency appointment time. If you require urgent treatment outside normal hours you can telephone NHS direct on 03001235060

If you wish to make a complaint about the services you have received, please write to:-

Catherine Hayes (Practice Manager)  
Park Street Dental  
26 Park Street Dental  
Bridgend  
CF31 4AX  
Tel- 01656 652470  
Email:- [hello@parkst-dental.com](mailto:hello@parkst-dental.com)

## NHS putting things right complaints team.

Cwm Taff Morgannwg Community Health Council:-  
Ynysmeurig House  
Navigation Park  
Abercynon  
CF45 4SN  
Tel- 01443 744915  
Email- [CTHB\\_concerns@wales.nhs.uk](mailto:CTHB_concerns@wales.nhs.uk)  
Www.putting things right.wales.nhs.uk

## Llais

Third Floor  
33-35 Cathedral Road  
Cardiff  
CF11 9HB

Tel: 029 20 235558

Email: [enquiries:@llaiswales.org](mailto:enquiries:@llaiswales.org)

## Health Inspectorate Wales

Welsh Government  
Rhydycar Business Park,  
Merthyr Tydfil,  
CF48 1UZ  
Tel- 03000 628163  
Email:- [hiw@gov.wales](mailto:hiw@gov.wales)

## Public Services Ombudsman for Wales

1 Fford Yr Hen Gae,  
Pencoed,  
CF35 5LJ  
Tel- 03007 900203  
Email- [ask@ombudsman.wales](mailto:ask@ombudsman.wales)  
**PRACTICE OWNER:-**  
**DR PHIL WELCH**

