

**PORTWALL**

**DENTAL SURGERY**

5 Conrad House | Beaufort Square | Chepstow | NP16 5EP

# **PATIENT INFORMATION LEAFLET**

**Version 1.3**

## **HIW REGISTERED MANAGER**

Dr Alison Jones &  
Dr Gaenor Davison

## **HIW REGISTERED PROVIDER**

Dr Alison Jones &  
Dr Gaenor Davison

## **OPENING TIMES**

8:30 am – 5:30 pm Monday – Thursday  
8:30 am – 3:45 pm Friday

## **EMERGENCY CONTACT NUMBERS**

At Home t: 01291 625 610  
In The UK\* t: 0800 525 631  
Overseas\* t: +44 1747 820 841

## **AUTHOR**

Dr Alison Jones

## **LAST AMENDED**

12 June 2019

\* Plan members Only

## OUR AIM

Our friendly, experienced and dedicated team of dental professionals take great pride in its personal service, outstanding facilities and unhurried modern approach to dentistry, and would like to extend a warm welcome to ALL new and existing patients.

We endeavour to build trust and long lasting relationships with patients and their families by providing exceptional dental care and service, using the the highest quality materials and equipment in a relaxed friendly environment at prices that rank amongst the most competitive in Monmouthshire.

## OUR TEAM

All team members aim for the highest level of professionalism and adhere to the strict professional guidelines set and monitored by the General Dental Council (GDC) as set out in their publication "Standards for Dental Professionals".

All team members are actively encouraged to keep up to date with new techniques and guidelines and regularly attend in-house and external training courses.

### DENTAL SURGEONS

#### **Dr Alison Jones**

BDS (Hons)  
GDC No. 70647

Alison graduated from Cardiff School of Dentistry in 1995 after winning numerous awards and prizes including the most outstanding student. With over 20 years clinical experience of general dentistry in Chepstow she has developed an enviable reputation throughout the locality.

#### **Dr Gaenor Davison**

BCh D, BSc, FDS, RCS  
GDC No. 63741

Gaenor has over 30 years clinical experience of general and hospital dentistry. She is a Fellow of the Royal College of Surgeons of Edinburgh and has a special interest in Oral Surgery, Restorative and Cosmetic work and Dental Implants. She actively attends postgraduate training courses to keep up to date with new techniques and guidelines, and is a member of the Association of Dental Implantology.

#### **Dr Laurence Folland**

BDS (Hons), MFDS RCPS, DipDSed  
GDC No. 194488

Laurence graduated from Cardiff Dental School in 2010 after which he undertook a further 2 years of postgraduate hospital training. This included a year working in an Oral and Maxillofacial unit, gaining experience in all areas of facial surgery and undertaking difficult dental extractions. The other year was spent in Paediatrics and Adult Restorative Dentistry. Following this, Laurence has been working in general dental practice. In 2013 he passed his exams to become a Member of the Faculty of Dental Surgery at the Royal College of Physicians and Surgeons of Glasgow.

### DENTAL HYGIENISTS / THERAPISTS

#### **Alison Jennings EDH**

GDC No. 70647

Alison qualified as a Dental Hygienist from Cardiff Dental School in 2002. She has over 16 years experience working alongside Alison and Gaenor.

#### **Kirsty Payton BSc**

Kirsty qualified as a Dental Hygienist / Therapist from the University of

GDC No. 149979

Manchester in 2008. She has worked in a variety of dental practices across South Wales gaining valuable experience as both a Dental Hygienist and Dental Therapist.

## **DENTAL NURSES**

### **Deborah Friendship**

GDC No. 137257

Deborah started her career as a dental nurse in Chepstow in 1990 and completed the National Certificate for Dental Nurses in 1996. She has worked with Alison and Gaenor for over a decade and is an integral member of the team.

### **Helen Candow**

GDC No. 200959

Helen started her career as a dental nurse in Chepstow in 2007 and completed the National Certificate for Dental Nurses in 2010. She has worked closely with Alison and Gaenor for the last 12 years providing vital support to them both.

### **Sharon Robbins**

GDC No. 137254

Sharon started her career as a dental nurse in Chepstow and has over 30 years experience many years of which have been alongside Alison and Gaenor.

### **Aneta Duffy**

GDC No. 269136

Aneta started her nursing career in 2013. She qualified as a registered dental nurse in 2017 upon which she joined Portwall Dental Surgery. Aneta very quickly proved to be a popular and valuable member of the team.

## **SERVICES AND TREATMENTS**

Portwall Dental Surgery offer a wide range of routine, restorative, orthodontic and cosmetic dental treatments and services at our modern dental practice in Chepstow with fees that are affordable and rank amongst the most competitive in Monmouthshire.

## **TREATMENT POLICY**

We treat plan members and their children or private patients who prefer to fund their dental care on a pay as you go basis. Further details of our care plan and fees are available from reception.

Our practice treats ALL patients, irrespective of their ethnic origin, religious or cultural beliefs, sexual orientation or age, with respect and patience at all times.

## **CANCELLATIONS**

We ask for a minimum of 24 hours notice for cancelled appointments. This allows the appointment to be offered to others and reduces wasted surgery time. Missed appointments or failure to give adequate notice may result in fees being incurred and treatment suspended. The current charge rate is £2.40 per minute.

## **DENTAL EMERGENCY**

We allocate time each day to treat dental emergencies so please call the practice as early as possible on 01291 625610 and we will do all we can to see you on the same day and will do our utmost to attend to your need to keep you comfortable and pain free.

Our emergency service is open to registered and non-registered patients and is free to plan members. A telephone advice line is operated out of surgery hours Monday – Friday until 8:00 pm and 10:00 am – 4:00 pm on weekends and bank holidays.

## **VIOLENT / ABUSIVE BEHAVIOR**

We operate a ZERO TOLERANCE POLICY towards rude, abusive and / or aggressive behaviour to our staff and reserve the right to refuse to treat anyone who behaves in this way. If necessary incidents shall be recorded and reported to the appropriate authority.

## **LOCATION & ACCESSIBILITY**

Located in the centre of Chepstow our dental practice is easy to find and with free parking on site and ground floor surgeries and facilities is accessible to all.

## **COMMENTS & SUGGESTIONS**

Patient feedback (good or bad) is very important to us and helps us maintain a consistently high quality service. Please feel free to complete the patient feedback form which can be found dotted around the practice.

## **PATIENT RIGHTS & CONFIDENTIALITY**

Our practice strictly adheres to the standards for patient confidentiality as set out by the governing body for dentistry the General Dental Council (GDC). Patients do of course have access to their own records which are available upon written request. Following such a request patients will be required to confirm their identity.

## **COMPLAINTS**

Everyone at our practice is committed to providing you with the very best service and dental healthcare. Our dental team bring a wealth of experience to the practice and have individually obtained high standards of professional qualification. However, should you feel that you would like to speak to someone regarding the services provided in the first instance please do not hesitate to get in touch with your dentist who will be happy to discuss the details with you. If you feel the response is not satisfactory please ask reception for details of our formal complaint procedure.

## **REGULATORY BODIES**

Private dentists in Wales are registered with and regulated by the General Dental Council (GDC) and Healthcare Inspectorate Wales (HIW).

The GDC is the regulatory body of the dental profession in the United Kingdom. Their address is 37 Wimpole Street, London, W1G 8DQ and their telephone number is 020 7887 3800. You can find out more about the GDC on their website [www.gdc-uk.org](http://www.gdc-uk.org).

The HIW inspect private dental practices in Wales to ensure compliance with The Private Dentistry (Wales) Regulations 2017 and that professional standards meet or exceed those defined by the General Dental Council. Their address is Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ and their telephone number is 0300 0628163. You can find more information on their website [hiw@gov.wales](mailto:hiw@gov.wales).