

PATIENT INFORMATION LEAFLET

Version 1.6

HIW REGISTERED MANAGER

Dr Alison Jones &
Dr Laurence Folland

HIW REGISTERED PROVIDER

Portwall dental practice limited

OPENING TIMES

8:30 am – 5:00 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

22/05/2025

* 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 Laurence Folland

BDS (Hons), MFDS RCPS, DipDSed
GDC No. 210508

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, and 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.

Dr Ffion Thomas

BDS (Hons), Pgcert Con Sed
GDC No. 176444

Ffion graduated from Cardiff in 2009. In 2011 Ffion successfully completed a post graduate certificate in conscious sedation at Cardiff University.

Dr Emma Thomas

BDS, DPDS
GDC No. 220238

Emma graduated from The University of Bristol in 2011, and has also completed a diploma in post graduate dental studies.

Dr Elanor Baldock

BDS (Hons)
GDC No. 278515

Ellie qualified from Cardiff University 2018.

DENTAL HYGIENISTS / THERAPISTS

Alison Jennings EDH
GDC No. 70647

Alison qualified as a Dental Hygienist from Cardiff Dental School in 2002. She has over 15 years of experience of working in Chepstow.

Kirsty Payton BSc
GDC No. 149979

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

Jess Lee BSc
GDC No.309277

Jess qualified from The University of Cardiff with First Class Honours in 2023

DENTAL NURSES

Beth Cleverley
GDC No. 305300

Beth joined our team in October 2020, qualifying as a dental nurse in 2022. She has now progressed to the role of Head Dental Nurse.

Sharon Robbins
GDC No. 137254

Sharon started her career as a Dental Nurse in Chepstow and has over 30 years experience.

Sharron Derrick
GDC No. 132340

Sharron is a qualified Dental Nurse who joined our practice in January 2023

Natasha Jose
GDC No. 269521

Natasha began her training in Bristol and qualified as a dental nurse in 2017. She joined our team in November 2019 and has a special interest in oral surgery.

Kelly Fuller
GDC No. 253539

Kelly began her training in Caldicot, qualifying as a dental nurse in 2014. She joined the practice in 2024. Kelly has a special interest in adult restorative dentistry

Zoe Walters
GDC No. 253190

Zoe Qualified as a Dental Nurse in 2013, joining the practice in 2023. She has a special interest in cosmetic dentistry

Molly Green
Trainee

Molly joined the practice in 2024, and is currently studying for her Dental Nurse qualification

Maisie Williams
Trainee

Maisie joined the practice in 2025, and is currently studying for her Dental Nurse qualification. She is particularly interested in restorative dentistry

Visiting Specialists

Emma Brown
GDC No. 210328

Specialist oral surgeon

Dominic Sinson
GDC No. 194463

Specialist Periodontist

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. We also offer specialist level oral surgery and periodontic treatments. We also are able to provide adult intravenous conscious sedation.

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) and UK General Data Protection Regulation (GDPR). 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.

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.

DOCUMENT REVIEWS

Document Author: Dr Alison Jones
Initial Version: 1.1
Date: 01 January 2018

Date Reviewed	10/06/18
Reviewed By	Dr Alison Jones
Document Version	1.1
Document Amendments	Changes to staff: Sam leaving, Aneta & Laurence joining

Date Reviewed	12/06/19
Reviewed By	Dr Alison Jones
Document Version	1.2
Document Amendments	GDPR regulations state patients can request their records free of charge. Removed paragraph relating to fees for access to patient records.

Date Reviewed	30/07/19
Reviewed By	Dr Alison Jones
Document Version	1.3
Document Amendments	Removed Helen from list of nurses following resignation.

Date Reviewed	10/10/22
Reviewed By	Dr Alison Jones
Document Version	1.31
Document Amendments	Updated references to GDPR to include UK GDPR & updated staff register to include Natasha, Beth and Meg.

Date Reviewed	14/07/23
Reviewed By	Dr Laurence Folland
Document Version	1.5
Document Amendments	Staff updates. Offering specialist services

Date Reviewed	22/05/25
Reviewed By	Kath Pritchard (Practice Manager)
Document Version	1.6
Document Amendments	Staff updates