

welcome to our practice

Everything you need to know about our services

65 Clifton Terrace, Newtown, Powys SY16 1BG

Tel: 01686 624344

Email: newtown2-rec@mydentist.co.uk

Web: www.mydentist.co.uk

Opening Times:

Mon 9.00am - 5.00pm

Tue 9.00am - 5.00pm

Wed 9.00am - 5.00pm

Thur 9.00am - 5.00pm

Fri 9.00am - 5.00pm

Sat Closed

Sun Closed

Other Information

- Outside of normal practice opening hours please ring the practice telephone number for information on how to access care and advice. For Private patients call 01970 623369.
- You can also contact NHS Direct Wales by dialling 0845 4647, they can provide urgent help and advice and are available 24 hours a day, 365 days a year. Out of Hours services is commissioned by the Local Health Board (See details on the back page of the leaflet). [www.nhsdirect.wales.nhs.uk/contact us](http://www.nhsdirect.wales.nhs.uk/contact-us)
- There is a pay and display car park near the practice.
- There is wheelchair access available.

What services do we provide?

The practice provides the full range of NHS dental services, which includes:

- Examination, diagnosis and treatment planning (including X-rays)
- Preventative advice and treatment
- Treatment of gum disease (periodontal treatment)
- Fillings, root fillings, crowns and bridges
- Extractions (and other surgical treatments)
- Supply and repair of dental appliances (dentures and splints)
- Prescription and supply of dental medicines

Additional services

We offer a wide range of private treatment options including: bridges and dentures, crowns, fillings, children's oral health, root canal, veneers, whitening, hygienist, removable braces retainers, mouthguards and teeth grinding.

Providing NHS services



Who are we?

Our dental practice is registered with the Healthcare Inspectorate Wales (HIW) and the registered manager is Stephen Jones.

Rodney Kent, dentist
Qualifications BDS University of Bristol 1977
GDC51353

Aliya Rashid- Taylor - Dentist
Qualifications - BDS University of Liverpool 2006
GDC 103541

Joe Dowie Dentist
Qualifications - BDS King's College London 2016
GDC 264904 –

Adnan Alsusa - Dentist
Qualifications - Zahnarzt Kiel 2019
GDC – 288420

Sandra Morris – Dentist
Qualifications - BDS University of Birmingham 1991
GDC – 67018

Patricia Das Neves Bugalho - Dentist
Qualifications - LMD Lisbon 2003
GDC - 172855

Samin Saghavian Larijani – Dentist
Qualifications - BDS University of Bristol 2018
GDC 278003

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helping the nation smile

* GDC No. is the General Dental Council registered number.

Standards of Care

Your dentist, and the wider practice team, want to ensure they provide the highest quality standard of care. All staff undergo training as part of their induction and ongoing development, and the practice adheres to a clinical governance programme to ensure we comply with all relevant regulations and guidance standards. Our aim is to provide quality dentistry for all our patients, and ensure that the care provided is appropriate to your needs. If for some reason the service provided to you does not meet with your satisfaction, we would like to know and have the opportunity to put things right.

In the event you have a complaint, we operate an open and honest complaints procedure (which is in line with NHS Wales Putting Things Right Guidance and The Private Dentistry (Wales) Regulations 2017). Our Complaints Procedure enables you to give us feedback on the treatment you received, and also allows us to continually improve our standards of care. Complaints can be made in writing, in person or by telephone. If you would like to talk about any aspect of your care or treatment in confidence, please ask to speak with our Practice Manager or request a copy of our complaint leaflet. You can also visit our website to leave feedback www.mydentist.co.uk.

As a patient of our practice, we want to give you the best possible service. You can complete a short survey, which is available in practice, this will help us to continue improving our customer experience.

Making an Appointment

Appointments can be made either by telephone or in person at the dental practice. Many of our practices also provide an online appointment booking service. Please speak to a member of our team for more information. If you wish to see a particular dentist, please mention this at the time of booking.

If your request cannot be met, you will be offered an alternative option. The time gap between routine check-ups, (your recall interval), will be determined by your dentist, in line with national guidelines published by NICE (National Institute for Clinical Excellence).

If you are unable to keep your appointment, please let us know as soon as possible, so that we can use the appointment slot to see another patient. We hope you understand if you don't attend an appointment, we can't see other patients, who may need urgent treatment. If you miss more than two appointments, we reserve the right to refuse to treat you in the future. We appreciate your help with this issue. Information on your rights and responsibilities can be found in practice.

Payment

Fees are payable prior to the commencement of treatment, and we accept cash and most debit/credit cards. Interest-free credit is also available for private treatment options.

An estimate of your treatment costs will be provided to you at the time of your examination, and any changes will be discussed with you, if and when they occur, to avoid any confusion.

Teaching & Training

This practice may or intend to undertake the teaching or training of persons who provide dental services. If you have any enquiries regarding the latest status please contact the Practice Manager.

Practice Policies

Abusive and Violent Behaviour

This practice operates a zero tolerance policy for abusive or violent behaviour towards any staff member. If a patient is violent or abusive, the practice is within its rights to withdraw services with immediate effect. The police will be informed following any incident.

Data Protection and Confidentiality

Data protection laws allow you to find out what information about you is held on our computers and in certain manual records. This is sometimes known as "right of subject access" and applies to your dental records. If you want to see them please contact the Practice Manager where you are being, or have been, treated (more information on how your data is used can be found at www.mydentist.co.uk/customer-services/legal).

Your dentist, hygienist, dental nurse, practice manager, receptionist and other members of the wider practice team have access to your patient information.

Other Important Information

mydentist, Clifton Terrace, Newtown is a trading style of Denticare Limited, a company registered in England and Wales with registration number 525206 and with its registered office address at Europa House, Europa Trading Estate, Stonedough Road, Kearsley, Manchester M26 1GG.

mydentist, Clifton Terrace, Newtown is a member of the mydentist group. mydentist, Clifton Terrace, Newtown provides NHS dental services commissioned by Powys Teaching Health Board who can be contacted at Mansion house, Bronllys, Brecon, Powys LD3 0LS.

Your private dental care at this practice is provided by your clinician on behalf of Whitecross Dental Care Limited, a mydentist group company authorised by the Financial Conduct Authority whose Registered Office is Europa House, Europa Trading Estate, Stonedough Road, Kearsley, Manchester M26 1GG and whose Registered No. is 00244415. Registration with the Financial Conduct Authority helps the mydentist group comply consumer credit regulations.

Available in Braille, large print and multiple languages.

For further company information please visit www.mydentist.co.uk.

