

# welcome to our practice

## Everything you need to know about our services

Unit 3, Baglan Bay Retail Park  
Port Talbot SA12 7BZ

**Tel:** 01639 897785

**Email:** [porttalbot1-pm@mydentist.co.uk](mailto:porttalbot1-pm@mydentist.co.uk)

**Web:** [www.mydentist.co.uk](http://www.mydentist.co.uk)

### Opening Times:

**Mon** 8.00am - 1.00pm / 2.00pm - 5.00pm  
**Tue** 8.00am - 1.00pm / 2.00pm - 7.00pm  
**Wed** 8.00am - 1.00pm / 2.00pm - 6.00pm  
**Thur** 8.00am - 1.00pm / 2.00pm - 5.00pm  
**Fri** 9.00am - 1.00pm / 2.00pm - 5.00pm  
**Sat** 9.00am - 1.00pm / 2.00pm - 5.00pm  
**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 retail park parking outside the practice.
- There is wheelchair access available.

### What services do we provide?

We offer a wide range of private treatment options including: Implants, straightening, Periodontics, bridges and dentures, crowns, fillings, flexible payment options, children's oral health, inlays and onlays, root canal, endodontics, veneers, whitening, smoking cessation, mouthguards and teeth grinding.

### Who are we?

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

Hugo Ferreira, Dentist,  
GDC 167828  
Magda Ferreira, Dentist,  
GDC 190809  
Farzana Mohamed, Dentist,  
GDC 242488  
Helen Fullstone, Dentist,  
GDC 194482  
Saira Safdar, Dentist.  
GDC 270545  
Robert Joe Davies, Dentist  
GDC 271806  
Salah Al-Khdairy, Dentist,  
GDC 284418  
Mo Shriki, Dentist,  
GDC 270757



Radu Gross, Dentist,  
GDC 195810  
Inga Colcombe, Dentist,  
GDC 85007  
Shumaila Iqbal, Dentist,  
GDC 260805  
Emma Henley, Orthodontist,  
GDC 81027  
Prianka Bhowmick, Dentist  
GDC 303760  
Sam Waters, Hygienist,  
GDC 284465  
Jamie Amphlett, Hygienist,  
GDC 275537  
Odette Williams, Hygienist,  
GDC GDC 5446  
Julie Davies, Head Nurse,  
GDC 118494  
Ceriann Lindell, Dental  
Nurse, GDC 187992  
Emma Jones Dental Nurse,  
GDC 157491  
Tonya Ward, Dental Nurse,  
GDC 157378  
Lucia Harrall, Dental Nurse,  
GDC 319598  
Paris Morgan, Dental Nurse  
GDC 316176  
Sara West, Dental Nurse,  
GDC 319531  
Emma Eley, Treatment  
Coordinator, GDC 161334  
Zara Maynard, Treatment  
Coordinator,  
GDC 279931  
Kathryn Donne, Dental  
Nurse. GDC 323124  
Rebecca Morse, Practice  
Manager. GDC 266261

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

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## 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 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](http://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 and online booking.

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](http://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 Port Talbot 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, Stoneclough Road, Kearsley, Manchester M26 1GG.

mydentist, Baglan Bay Retail Park, Port Talbot is a member of the mydentist group. mydentist, Baglan Bay Retail Park, Port Talbot provides NHS dental services commissioned by Abertawe Bro Morgannwg University LHB who can be contacted at 1 Talbot Gateway, Baglan Energy Park, Baglan, Port Talbot SA12 7BR.

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, Stoneclough 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](http://www.mydentist.co.uk).

