

Out of hours emergencies:

Should you require emergency treatment when the Practice is closed, registered patients should call the practice. The recorded message will give you the telephone number you need to access emergency treatment. This treatment is provided by the local health board.

Access:

Penarth Dental Healthcare is located on the ground floor for disabled access and a portable ramp for access from the street. Toilet facilities are located on the ground floor.

Complaints Procedure

We always try to provide the best services possible but if you wish to make a complaint please send details in writing addressed to the principal dentist to our address or via email. If patients are not satisfied with the result of our procedure then a complaint can be made to:

N.H.S. Cardiff & Vale University Health Board HQ, University of Wales, Heath Park, Cardiff. CF14 4XW.

PRIVATE: Health Inspectorate Wales, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ Tel: 03000628163 Email: hiw@gov.wales

PRIVATE & N.H.S.: General Dental Council, 37 Wimpole Street, London, W1G 8DG, Tel: 020 7167600.

Public Services Ombudsman for Wales: Tel: 08456 010 987 Email: ask@ombudsman-wales.org.uk

A copy of our complaints procedure is displayed in reception and is available on our website.

Treatment Costs:

Charges for N.H.S. treatment are fixed by the government in three bands.

At the start of every course of treatment we will carry out an examination and provide you with an estimate of cost. Please ask for more details.

Costs for independent treatments are specific to each patient's requirements and are therefore provided by your dentist following examination and consultation. For further information please visit our website.

Patient Views: we are happy to accept and consider comments and suggestions from our patients. Please provide your comments in writing to us.

Development & Training: all staff complete mandatory G.D.C required training and keep up-to-date with professional development.

Access to patient information: patients can have access to their dental records if requested, free of charge. Staff at the practice can access patient files when necessary, all staff have signed a confidentiality policy.

We look forward to welcoming you to Penarth Dental Healthcare.

Telephone Number 02920 300202

Email: penarthhealthcare@gmail.com

www.penarthdentalhealthcare.com



Penarth Dental Healthcare

ESSENTIAL INFORMATION FOR NEW PATIENTS:

Principal Dentists:	Anthony Bannon
	GDC: 194520
	BDS, MFDS RCPSG, Dip Imp
	Christine Bannon GDC: 243668 BSc, BDS, MFDS RCPSG, Dip Clin Ed
Associate:	Rachel Hughes GDC: 259148
Therapists:	Ciara Bibey GDC: 317951
	Sophie Robinson GDC: 328862
	Saffron Lovell GDC: 308967
Nurses:	Siva Ranjani Ramineni Damodara GDC: 220647
	Emma Hill GDC: 303456
	Lottie Dutton (Trainee)
Receptionist:	Karen Spear

**Penarth Dental Healthcare, 5 Andrews Buildings,
Stanwell Road, Penarth, CF64 2AA. Phone
Number 02920 300202**

Penarth Dental Healthcare provides quality dental care to the local population and beyond and sees patients both on the N.H.S. and independently.

About Us

We are a family orientated dental practice in Penarth town centre, and offer a wide range of dental treatments.

A comprehensive price list is available on reception and on our website.

PRACTICE OPENING HOURS:

Mon:	08.30-13.00	14.00-18.00
Tues	08.30-13.00	14.00-17.00
Wed	08.30-13.00	14.00-16.30
Thurs	08.30-13.00	14.00-17.00
Fri	08.00-13.00	13.30-16.15

REGISTRATION

If you wish to join the Practice on a private basis, please telephone or call in to the Practice where our staff will be happy to provide you with the necessary advice. If you are seeking NHS dental care you need to contact the local health board. Your registration will only be complete once you have seen the dentist for your new patient examination. All new patients will be asked to complete a Medical History including a list of any prescribed medications, a communication consent form and a pre appointment questionnaire.

PRACTICE TERMS & CONDITIONS.

Our promise to you

We promise to treat all our patients as individuals and involve you in every stage from planning to completion of treatment.

All information relating to you and your treatment will be kept strictly confidential in accordance with General Data Protection Regulations (G.D.P.R.) and Data Protection Act 2018.

We promise to answer any questions you may have about your treatment and explain your treatment fully.

We promise to provide you with the best possible care/dental treatment and to provide good value for money.

We promise that you will be seen in a caring environment, and that our staff will be friendly, professional and approachable.

We promise to see you at the earliest opportunity if you are experiencing problems and the same day where possible if you are in pain (please call before 11am.)

Your promise to us:

Above all we ask that you attend regularly for your routine examination to help us keep your teeth and gums in optimum condition and minimise treatment required.

We also appreciate your commitment to keep your appointments or notify us of cancellation at least 24 hours in advance. This helps us to offer all our patients a wider selection of appointment times.

It is important that you keep us updated of any changes with regards to your medical conditions, contact details

(including change of mobile number) or any change in personal circumstances.

We ask for a deposit for all treatment in advance of your appointments and the balance to be paid for in full on the day of treatment, upon arrival. A deposit is required in advance to secure your appointment.

NHS treatment is paid for at the time of your examination, if you require Band 2 or 3 treatments this will be in advance.

Finally the nature of providing dental care means that there are times when emergencies must take precedence. We promise to provide you all with the best service possible; in return we ask for your patience during these times and that you are courteous to all our staff. Any aggressive/abusive behaviour towards our staff will not be tolerated and patients behaving in this manner will not be offered further appointments and may be subject to criminal proceedings.

Emergency Appointment Policy:

Patients requiring emergency appointment should contact the surgery as early as possible. We use a triaging system to prioritise the most severe dental emergencies.

If at all possible, patients will be offered any slot available.

Whilst priority is given to patients already registered with Penarth Dental Healthcare, where appointments are available we are able to offer emergency appointments to un-registered patients.