



Crown Cottage
Dental Care

Practice Information Leaflet

Welcome to Crown Cottage Dental Care

We are a friendly, progressive dental practice that offers high quality dental care. We welcome families and patients of all ages and offer a variety of NHS and private dental care.

Crown Cottage opened its doors in July 2004. The practice interior is purpose built with 5 modern air conditioned surgeries and state of the art facilities. We use the latest equipment including digital x-rays, Tek scan and CEREC technology to provide safe, high quality dental care.

The Team

We pride ourselves on the high standard of care we provide for our patients. Our experienced, highly skilled staff are dedicated to delivering the most up to date treatments in a friendly, relaxed atmosphere.

All can be contacted via the address and telephone number of the practice

Principal Dentists and Registered Providers

Andrew Martin, BDS Uni Bristol 1999, PG cert (Med Ed) FHEA GDC no: 75856
James Brown, BDS Wales 2003, GDC no: 82051

Associate Dentists

Richard Pugh, BDS Wales 2003, GDC no: 82336
Martyn Smith, BDS Wales 2008, GDC 153669

Hygienist

Sonia Alsop, CEB Dip Dent Hygiene 1993, GDC no: 4494

Practice Manager and Registered Manager

Justine Jakeway, ILM Practice Management, GDC no: 110765
(Justine@lovemysmile.co.uk)

Reception Manager

Alice Wright, ILM Level 3 Leadership and Management

Treatment Co-ordinator

Katy Davies, NVQ L3 City and Guilds Level 3 2008, GDC no:150680



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Nurses

Keri-Louise Gregg, Dip in Dental Nursing L3 City and Guilds 2013 GDC no: 237079
Lauren James, Dip in Dental Nursing L3 City and Guilds 2015, GDC no: 257441
Emily David, Cert of Higher Education in Dental Nursing, 2013, GDC no: 248027
Danielle Caunter, NVQ L 3 City and Guilds 2010, GDC no: 218301

Practice Opening Hours

Monday 8:30am – 7.00pm
Tuesday 9:00am – 5:00pm
Wednesday 9:00am – 5:00pm
Thursday 9:00am – 5:00pm
Friday 8.30am – 2.00pm

Emergencies (during surgery hours) and Out of Hours Care

NHS Patients

Emergency appointments are issued on a sit and wait basis.

For an emergency appointment to be given on the same day patients are asked to ring the practice by 10:30am that day.

Same day appointments are for severe dental emergencies only.

For out of hours dental emergencies, treatment and advice is as follows:

During the week, in an emergency, advice only can be obtained from the Gwent NHS rota **on 01633 744387**. On weekends and bank holidays treatment may be obtained by calling the same number.

DPAS Care Plan and Private Patients

Between the hours of Friday 5:00pm and Sunday 10:00pm the Local Dental Service private rota can be contacted on: **07623 984723**. The charge for access, including the first 15 minutes of care is £210. Time thereafter is charged at £35 per 15 minutes. Most emergency treatment is completed within 30 minutes. Dental advice is charged at £30 per call.

If you are a DPAS Plan Member you will have cover under your supplementary dental insurance for a call out fee of up to:

£170 between 6am and 10pm weekends and bank holidays.
£36 telephone consultation where no attendance follows.

Please refer to the following link for guidance on you Supplementary Dental Injury and Emergency Insurance Policy.



Crown Cottage Dental Care

Disabled Access

Our premises has 2 ground floor treatment rooms and an adapted washroom offering access to certain wheelchairs. We can also provide disabled patient parking. Please let us know your requirements when booking your appointment and we will do our best to accommodate you.

Booking an Appointment

Please give us a call to book an appointment. We can provide email or text reminders if you would like to take advantage of this please provide us with an up to date email address / mobile telephone number.

When attending your appointment you will be required to fill in a medical history form so please bring your glasses if you need them.

Recalls

In order to remember your regular visits we will send you a text, email or written reminder when your routine examination is due. Please remember this is a courtesy service and it is your responsibility to ensure you attend regularly. The length of time between your recall visits is dependent on your personal needs.

Services

NHS

We provide a full range of NHS treatment (except orthodontics and sedation) to exempt and fee paying members of the public.

Hygiene

Focusing on the prevention and treatment of oral disease, our hygienist, Sonia Alsop provides each patient with their own care plan to help ensure the highest standards of oral health. Sonia can advise you on the best products and treatment available to give you confidence in your smile

CEREC

Our CEREC machine allows dentists to create and fit ceramic crowns and veneers in one visit. This removes the need for multiple visits, impressions and temporaries.

Cosmetic Dentistry

Everyone can have a beautiful smile thanks to modern dentistry. This can be achieved with tooth coloured fillings, crowns and porcelain veneers. Missing teeth can be replaced with bridges or implants instead of dentures. Teeth can be straightened with virtually invisible braces and we can replace old or worn out dentures with natural looking cosmetic dentures.



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Implants

Implants are titanium posts anchored into your jawbone. They can be used to replace individual missing teeth or used to stabilise dentures allowing you to talk, eat and smile with confidence.

Payment Plan

We offer an 'All inclusive' payment plan for patients who attend the practice on a regular basis and want peace of mind that their routine dental treatment is covered. A monthly covers examinations, hygiene appointments, xrays, fillings, crowns and root canal treatment. Please ask for further information.

Our commitment to you

If receiving NHS care you may ask to be seen by a particular dentist and we will do our best to accommodate this based on current NHS availability.

We ask that you give us at least 48 hours notice if you need to cancel your appointment. Missed appointments cost the NHS in time and money. Repeated missed appointments or short notice cancellations may result in you losing your NHS space.

Confidentiality

All clinical members of staff. i.e. all members registered with the GDC detailed in 'The Team' section have access to patient information. We take patient confidentiality at Crown Cottage extremely seriously and all information about our patients is treated in strictest confidence in accordance with our procedures. Access to personal data is regularly reviewed, updated and deleted in a confidential manner when no longer required. Appropriate software controls are used to protect computerised records and physical data is kept in fireproof, lockable containers.

Occasionally we may need to disclose personal information about you to your GP or the Local Health Board or other Government Departments. This will take place on a need-to-know basis only and in all cases we will try to contact you before releasing information.

In accordance with The Data Protection Act, (1998) we are registered with the Information Commissioner.

Comments or Complaints about our service

We hope you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know about it so we can investigate with a view to improving our service.



Crown Cottage Dental Care

In case of any complaints you should, in the first instance contact the Practice Manager, Justine Jakeway, she will deal with your complaint in accordance with our Complaints Procedure. Should, following this procedure, you feel that your complaint hasn't been adequately dealt with then you may refer to:

- The Local Health Board, Judith Paget Chief Executive, Aneurin Bevan Health Board, St Cadoc's Hospital, Lodge Road Caerleon, Newport NP18 3XQ Tel 01495 745656
- Community Health Council 02920 235558 www.communityhealthcouncils.org.uk
- HIW Healthcare Inspector Wales 0300 628163 hiw@gov.wales
- Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ telephone: 0845 601 0987 or www.ombudsman-wales.org.uk for complaints about NHS treatment.
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body.

Protecting you

We take all steps necessary to safeguard both patients and staff against contamination and disease. We have a new, modern decontamination Room on site and all staff are given regular and thorough training in infection control procedures.

Employee Development and Training

All members of staff receive an induction programme and regular feedback on their performance through an annual appraisal to ensure their training and development is up to date and to identify any areas where further training is required. We also hold regular team meetings to discuss Practice issues and identify areas of concern and to give all members of staff an opportunity to raise any concerns. We undertake regular Postgraduate courses both in house and off site. All members of staff have professional CPD requirements in order to maintain their General Dental Council registration. We check this registration annually.

Payment

We will ensure you are aware of the cost of your treatment with a written treatment plan. Details of the NHS Band charges are available from Reception.

You may be entitled to free dental treatment and it is helpful to provide us with proof of exemption when attending although this is not mandatory. In any case you will be required to sign to indicate that you are entitled to receive free dental treatment and you must ensure you are correct about any claimed exemption from charges.



Crown Cottage Dental Care

The NHS BSA make regular detailed checks and you could be liable to a fine if you make an inappropriate claim.

We accept cash and all major credit cards except American Express. We can arrange finance plans for certain treatment, subject to acceptance. Andrew Martin and James brown act as credit brokers and as such are regulated by the Financial Conduct Authority. If you are a member of our 'All inclusive' plan then payment is monthly by direct debit.

We ask that you treat our staff with the same respect you expect from us. We will not tolerate violence or abusive behaviour, physical or verbal and we will not continue to see any patient who behaves in this manner.

Contact Details

Crown Cottage Dental Care
The Square,
Bedwas,
Caerphilly,
CF89 8DY

02920888786

www.lovemysmile.co.uk

care@lovemysmile.co.uk

The Local Health Board responsible for dental services is:
Aneurin Bevan Health Board
St Cadocs Hospital
Lodge Road
Caerleon
NP8 3XQ