



PATIENT INFORMATION LEAFLET

Valley Dental

2-3 Boston Terrace

Valley, Anglesey, LL65 3DU

01407741730

valleydental09@gmail.com

www.valleydental.co.uk

Welcome to our practice

General

We are a well-established family practice and proud of the service that we offer our patients. This leaflet tells you about our practice and the services that we provide. Should you have any further questions, please contact the Reception Team on 01407741730 who will be pleased to assist you. We are a private practice. We offer private services on a pay-as-you-go basis and dental plans which covers various treatment options. Details of the various dental plans and the current private fees are available on our website www.valleydental.co.uk or from Reception. Wait time for new Private patients are up to 4 weeks. Please note we do offer a number of affordable Private Plans. For further details please see our website or ask at Reception.

Dentists

Dr. Lourens Bester - B.C.h.D. Stell,1999, ADC Certified, Pg.Dip.Implant Dentistry (Merit), Pg.Dip.Orthodontics (Distinction) (NHS/Private), GDC 76205

Read Lourens's full professional biography

Dr Catrin Mihangel Franklin BDS University of Wales 2003 GDC 82064

Dr Shing Yin Chong (Dr. Sylvia) BDS Queen's University of Belfast 2018, GDC 277727

Rachel Perkins BDS King's College London 2015, GDC 258738

Dental Hygienist

Nicola Rowlands - Dental Hygienist, Dip Dent Hygiene Liverpool 2006, GDC 103801

Dental Therapist

Carolyn Louise Stalman – BSc Oral Health science Manchester 2003, GDC Number 6316

Graham Robert Kinnaird - Diploma in Dental Hygiene and Therapy University of Liverpool 2018 Qualification - National Certificate NEBDN 2011, GDC 219597

Rebecca Louise Faure - Diploma in Dental Hygiene & Therapy University of Liverpool 2017, GDC – 246406

Management

Samantha Jones – Practice Manager/Dental Nurse, NEBDN date of qualification 2007

GDC 145575

Faye Jones -Assistant Manager / Treatment Coordinator / Implant Lead / Dental Nurse City & Guilds date of qualification 2015, GDC 263484

Dental Nurses

Sharla-Dee Jones - Diploma in Dental Nursing City & Guilds date of qualification 2023.

GDC - 306925

Paige Robinson - Agored Cymru diplo level 3 in dental nursing

Melissa Jones - Dental Nurse - Agored Cymru diplo level 3 in dental nursing GDC 324051

Mari Jones – Agored Cymru diplo level 3 in dental nursing

Shelby-Rae Looms - Trainee Dental Nurse

Receptionist

Lynette Perry – Dental Receptionist/Dental nurse, NEBDN date of qualification 2009GDC 180118

Sophie Jane Rowlands – Dental Nurse City & Guilds date 5th Sep 2017, GDC 276542

Opening hours

Monday – Thursday 9am – 5pm

Friday 9am – 4pm

We are closed for lunch between 1pm and 2 pm

Facilities

Children's books are available in the waiting room. We have accessibility for wheelchair users and a disabled toilet is available.

Complaints

All complaint will be dealt with by the Practice Manager. If you do not feel you can raise the complaint with ourselves, please contact:

You can contact the Parliamentary and Health Service Ombudsman if you are unhappy with how the practice, or ICB, has dealt with your complaint.

Telephone: 0345 015 4033

Website: <https://www.ombudsman.org.uk>

Private: Dental Complaints Service

Telephone: 0208 253 0800 (Mon-Fri, 9am-5pm)

Website: <https://dcs.gdc-uk.org/>

GDC

Telephone: 0854 222 4141 or 0207 887 3800

Website: <https://contactus.gdc-uk.org/Complaint/Process/13>

Emergency care/Out of Hours Dental Service

In case of an emergency, we will do our best to see you within 24h. If its outside our opening times please call 01407 710491

Abuse

We have a Zero Tolerance on Violence and Aggression Policy. Any patients using threatening behaviour will be taken off our register.

Missed appointments

We ask for 48hrs notice if you need to cancel an appointment.

If there is a cancellation less than 48 hrs notice there will be £50 charge

One missed appointment patient's will be notified and given the opportunity to make another appointment.

Two missed appointments patient will again be notified and informed we will no longer be able to provide treatment.

Confidentiality

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy. If you would a copy of our practice confidentiality policy, please as the Reception Team

Treatment

We offer a full range of treatment including Implants, orthodontics, Invisalign, composite bonding and anti-wrinkle injections. ALL costs will be explained to you at you examination appointment and you will be given a clear treatment plan.

Satisfaction

We hope that you are 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 that we can rectify the cause/dissatisfaction and improve our service. You can request a copy of the practice complaints procedure from Reception.

We are here to help

If you would like any further information about care at the practice, please contact us on 01407741730 or valleydental09@gmail.com or visit our website for the latest practice information at www.valleydental.co.uk