

# **CASTLE STREET DENTAL PRACTICE** **INFORMATION**

Thank you for choosing the Castle Street Dental Practice as your dental practice. This leaflet is here to tell you all about our practice. Should you have any further questions, please do not hesitate to contact the practice on 01495 723021 to assist you.

The practice provides high quality dental care to the local community and is owned and operated under the supervision of both practice partners, **Mr Ali Jahanfar** and **Ms Regina Appah**.

We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care.

We provide the full range of NHS treatment (except orthodontics and sedation) to all members of the public.

We also provide treatment on a private basis, including cosmetic dentistry to improve your smile. For further information on our full range of services, please contact the practice.

If you would like to make an appointment, please telephone the practice and we will be pleased to arrange a convenient time for you.

## **Our Team**

- **Mr Ali Jahanfar (Tandlakare Gothenburg)- GDC No: 72731**  
"I qualified as a dentist in Gothenburg in 1996 and came to Wales to work. I am the owner of this practice with my partner Ms Regina Appah".
- **Ms Regina Appah ,BDS - GDC No: 77557**  
"I qualified as a dentist in Cardiff in 2000, and after various hospital jobs around South Wales, I started working in general practice. I am the co-owner of this practice of which we developed in 2009".
- **Miss Angharad Hunt, BDS- GDC No: 265183**  
Angharad started with us to continue her professional development, she Qualified in 2016. Angharad is an experienced Dentist with all aspects of NHS dentistry.
- **Mr David Clason Phillips, BDS-GDC No: 61459**  
Clason is an experienced dentist and has been practicing for over 30 years. He joined our team May 2019.

- **Miss Emily Heggie Dip Dental Hygiene 2022 – GDC No: 267772**  
Emily qualified at Cardiff University in 2022 and joined in October 2022. Emily nursed prior to her Hygiene course in a Dental Practice and at the Emergency Dental Services.
- **Miss Sioned James BDS – GDC No: 252555**  
Sioned qualified in Cardiff 2015, she started working with us in November 2022, Sioned has a wide variety of experience, she works within the prison environment and the Emergency Dental Services.
- **Kathryn Reynolds Dip Dent Therapy 1998 CEB Dip Dent Hygiene 2000 GDC No:11164**  
Kath is an experienced Therapist and Hygienist; Kath has worked within the Community and in Practice.

Our dentists are supported by our committed team:

- **Ms Amanda Jones - GDC NO: 276589**  
Amanda completed her dental nursing programme and she is now fully qualified dental nurse. Amanda also works as receptionist.
- **Miss Rhian Lloyd- GDC NO: 289661**  
Rhian is a qualified dental nurse and joined the practice in October 2020.
- **Mrs Linda Williams – GDC NO: 162825**  
Linda is a qualified dental nurse who brings many years of experience to our team.
- **Miss Clare Jones – GDC NO: 165780**  
Clare is a qualified dental nurse who brings a wealth of knowledge to our Practice.
- **Miss Joline Herbert - GDC NO: 239815**  
Joline is an experienced dental nurse and receptionist.
- **Mrs Ruth Cusack**  
Ruth is an experienced Dental receptionist of over 25 years. Ruth joined us in October 2022 as an Assistant Manageress.
- **Miss Jessica Tylor**  
Jessica is a Trainee Dental Nurse at the practice
- **Miss Lara Klimowich**  
Lara is a Trainee Dental Nurse at the Practice

## **Opening hours**

We are open during the following times:

Monday	8:30am	5.00pm
Tuesday	8:30am	5.00pm
Wednesday	8:30am	5:00pm
Thursday	8:30am	5:00pm
Friday	8:30am	4:30pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

The practice is closed for lunch from 1:00 to 2:00 every day except Fridays which is 12:30 to 1:00

Should you have a dental emergency outside of the practice opening hours, please call 01633 744387 who will be able to assist you. This is a service provided by Aneurin Bevan Local Health Board, which is responsible for commissioning dental services in this area.

## **Primary Care Trust or Local Health Board**

Information about local NHS dental services can be obtained from:

Aneurin Bevan Health Board  
Llanarth House,  
Unit 1, Newbridge Gateway,  
Bridge Street,  
Newbridge,  
NP115GH.  
Telephone number 01495 241200.

Alternatively, you can contact NHS Direct on [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk) or 0845 4647.

## **Complaints procedure**

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or concerns, please contact Ali Jahanfar or Regina Appah on 01495 723021 who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from reception. Our complaint policy is displayed in both waiting rooms. Also, our full complaint procedure and the organisations to contact in the event of any complaint can be obtained from our website:

**[www.castlestreetdentalpractice.com](http://www.castlestreetdentalpractice.com)**

## **Patient confidentiality**

We take patient confidentiality extremely seriously at Castle Street Dental Practice and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact the practice.

## **Methods of payment**

We accept the following methods of payment at the practice: cash and all major credit and debit cards.

NHS CHARGES ARE AS FOLLOWS: -

- **BAND 1**  
£14.70 this includes an examination, diagnosis and preventive care, X-rays and as well as planning for further treatment.  
**PLEASE NOTE**, this is also the fee for **urgent treatment**.

- **BAND 2**  
£47.00 this includes any one of treatment band 1, and additional treatment such as fillings (one or more), root canal treatment and/or extractions.
- **BAND 3**  
£203.00 this includes all the treatment in the first two bands plus more complex procedures such as crowns, dentures and bridges.

If you are one of the following you are considered exempt and would not be charged for any treatment:

- Under 18,
- pregnant or had a baby within 12 months,
- under 19 and still in full time education,
- receiving Income support, JSA, Income Related Employment and Support Allowance, Universal Credit, Pension Credit Guarantee Credit or tax credit (exemption cards only) .

Proof will need to be shown on at each start of new course of treatment. You also receive free examinations if you are under 25 or over 60 but need to pay for additional treatment if needed.

Charges for private treatments are displayed in our waiting rooms and on our practice website.

### **Other information**

You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.

We would strongly encourage our patients to attend regularly in order to achieve or maintain good oral health. We will undertake a Dental Care assessment during your first appointment in order to ascertain and agree your treatment needs. Written treatment plan including the cost will be provided to you before start of any dental treatment.

We endeavour to see all patients and our practice has been designed so patients with disabilities can access care. There are two ground floor surgeries and a WC with full disabled access.

If you do have any disability that you think we need to know about, please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

Your views are important to us. If you have any suggestion as how we can improve our service, please contact us via our website, post or by telephone. We also have a suggestion box at the entrance of the practice, and we would encourage you to use it.

Our practice is registered with HIW (Healthcare Inspectorate Wales) and our inspection report is available on HIW website, [www.hiw.org.uk](http://www.hiw.org.uk)

Missing appointments wastes time and resources which are needed for other patients.

Our Practice Policy on Missed Appointments is:

We are an extremely busy NHS practice and due to high pressure on NHS resources during the Covid 19 pandemic, we have changed our missed/cancellation policy. If you miss one treatment appointment or have multiple cancellations, the practice reserves the right not to offer you any future appointments. We will of course take any special circumstances into account.

We would like you to participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home, arrive on time for your appointment and give the practice at least 24 hours' notice if you are unable to keep your appointment.

Our staff are here to help you. Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.

### **Our contact details:**

Castle Street Dental Practice  
23 -25 Castle Street  
Tredegar  
Gwent  
NP22 3DG.  
Tel: 01495 723021.

We are situated at the top of Castle Street opposite Barclays Bank, where there are free car parks very near to the Practice.

Website:  
[www.castlestreetdentalpractice.com](http://www.castlestreetdentalpractice.com)

