



## **PRACTICE INFORMATION BOOKLET**

97 Bethcar Street

Ebbw Vale

Blaenau Gwent,

NP23 6BB

Phone: 01495 302 078

Fax: 01495 302 078

Website: [www.bethcardental.co.uk](http://www.bethcardental.co.uk)

Email: [enquiries@bethcardental.co.uk](mailto:enquiries@bethcardental.co.uk)

### **Opening Times**

Monday	9am-12.30pm	1.30pm – 5pm
Tuesday	9am-12.30pm	1.30pm – 5pm
Wednesday	9am-12.30pm	1.30pm – 5pm
Thursday	9am-12.30pm	1.30pm – 5pm
Friday	9am-12.30pm	1.30pm – 5pm
Saturday	CLOSED	
Sunday	CLOSED	

*Bethcar Dental Practice is operated as a limited company (Bethcar DP Limited) between Rhys Morgan and Laura Wedge who are directors.*

### **Dentists**

### **GDC Number**

Rhys Morgan BDS(Wales) 2007 MJDF(RCS Eng) MSc(F.Odont) PGDip(Endo)	114211
Laura Wedge BDS(Wales) 2008 MJDF RCS Eng) PGDip(Sedation)	153163
Lyndon Holding BDS(Bristol) 1970 LDS RSC	44555
Rhian Roberts BDS (Cardiff) 2006	103463
Ceri Hughes BDS (Cardiff) 2002	80769
Mark Travis BDS(Birmingham) 2014	251936
Sonam Sanghavi BDS(Cardiff) 2015	261759

### **Hygienists**

### **GDC Number**

Esther Morgan Dip Dent Hygiene Cardiff University 2007	115782
Amy Morris Diploma in Dental Hygiene Cardiff University 2019	209184
Clare Jones Diploma in Dental Hygiene 2008	156582

### **Therapist**

### **GDC Number**

Samantha Brennan Diploma in Dental Hygiene and Therapy 2016	200340
Lisa Hudspeth Dip Dent Therapy 2017 Dip Dent Hygiene Wales 2002	6134

### **Practice Manager**

Deborah Morgan



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## **ABOUT US**

We would like to extend a warm welcome to our practice.

The practice is very much a family type practice and we provide care for people of all ages from the surrounding areas and further afield. We offer a wide range of treatments under the NHS as well as private treatments. We are a 6 surgery practice and our waiting areas are equipped with televisions and reading material. We have a public car park 100 metres away and are easily accessible by bus and train services.

In order to keep up to date with modern developments and treatments, all staff attend regular courses to ensure they keep their skills up to date. As well as ensuring that our clinical skills are up to date, we also continue to modernise the facilities and equipment in the practice. We also ensure we keep up to date with new developments in materials and techniques.

Patient confidentiality is of paramount importance to all members of staff and will not be passed onto third party without patients consent.

## **NEW PATIENTS**

Currently, our list for NHS patients is closed, however we still accept Private patients. We provide treatment under our own Dental Payment Plan.

## **WHAT TO EXPECT FROM THE PRACTICE**

- We welcome all patients, irrespective of their ethnic, religious or any other background.
- All patients are treated with the same high level of respect and dignity.
- We understand that many patients have anxieties about attending the dentist and we will always treat you in a sympathetic and caring manner. Please feel free to discuss any of your concerns with us.

## **WHAT DO WE EXPECT FROM OUR PATIENTS**

- We have a zero tolerance policy for violent and aggressive patients.
- You treat us with the same courtesy and respect that we treat you.
- You keep your appointments.
- If you have to cancel an appointment, give us as much notice as possible.
- You settle your accounts promptly.
- You take care of your mouth and attend regularly for check ups
- We hope you will recommend us to your family and friends

## **FREE DENTAL CARE**

Some patients who receive NHS care do not have to pay the NHS charges. The following groups are exempt from charges and are entitled to free NHS care:

- Under 18 years
- Under 19 and still in full time education
- Pregnant women
- Nursing mothers with a child under 1 year old
- Patients on income support



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- Patients on working tax credits
- Patients on Pension Credit (Guarantee Credit)
- Patients claiming Employment Support Allowance (Income Related)
- Patients on jobseekers allowance (Income Based)
- Patients on Universal Credit

The above groups are automatically exempt and need only sign the appropriate part of the dental claim form that we ask you to sign at the start of treatment. However, there are many people, such as those on low income, who may still be able to get help with dental charges. If you think this may apply to you, you can download an HCI form on line. You will need to complete this and forward it to the appropriate address for your claim to be assessed. You may be asked to pay any dental charges if you are awaiting the outcome of the claim, but if it turns out that you are able to receive help, you can claim back any charges paid from the Local Health Board.

### **FREE DENTAL EXAMINATION**

As well as the above exemptions, patients under 25 and over 60 years of age receive free dental examinations. However, if they require any other item of treatment in Band 1, the normal Band 1 charge will apply (see section on fees).

### **ITEMS FREE TO ALL/NHS**

The following items are provided at no cost to the patient, as long as no other items of treatment are provided with them:

- Prescriptions
- Repairs to dentures
- Repairs to bridges
- Arrest of bleeding
- Removal of sutures

### **FRAUDULENT CLAIMS FOR EXEMPTION**

We will always try to help you in determining if you are entitled to free treatment, but if there is any doubt, you must never claim for exemption until you are sure. We will never pressurise you into signing the form in an inappropriate manner and it is *your responsibility to ensure that you are entitled to free treatment and to complete the forms appropriately. The NHS checks most of the claims for free treatment and will prosecute anyone making an inappropriate claim.*

### **DENTAL SERVICES PROVIDED**

We provide NHS and private dental care and it is our practice philosophy to promote dental health with an emphasis on preventative care.

- Examinations and x-rays
- Oral Hygiene Advice
- Fissure Sealants and Fluoride Application
- White and amalgam fillings
- Extractions



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- Root canal treatment
- Dentures
- Crowns and Bridgework – including cosmetic treatment
- Orthodontic treatment – Invisalign and Clear Aligners (Privately)
- Facial Aesthetics

## **WHAT TREATMENT IS AVAILABLE ON THE NHS?**

Under the NHS, we will provide all necessary treatment which we consider to be appropriate to secure oral health. The NHS will not pay for treatment required for purely cosmetic reasons. Dental implants are also unavailable. Orthodontic treatment is only available on referral for patients under 18 years of age and is available for those with more severe need. If in doubt, please check with us.

## **NHS DENTAL CHARGES**

These are set by the Welsh Assembly Government and Dentists have to collect these charges which are then passed on to the Local Health Board. They form no part of the Dentists' income. The charges are set into 3 bands as follows:

- **Band 1. £14.70 charge**

This covers examinations, x-rays, simple scaling.  
Any course of treatment which has one or more of these items.

- **Band 1 emergency care. £14.70 charge**

This covers such items as temporary dressings, draining abscesses, recementing crowns etc.

- **Band 2. £47.00 charge**

Any course of treatment containing any of Band 1 items PLUS any filling/s, extraction/s, root canal filling/s, denture additions/relines and more advance gum treatments.

- **Band 3. £203.00 charge**

Any course of treatment containing any of Band 1 and/or Band 2 items PLUS any crown/s bridge/s or denture/s.

You only pay the one charge (*if you have an examination , x-rays, fillings and a crown, you would pay £195.00 for the whole course of treatment*).

We will give written treatment plans and estimates for all Band 2 and Band 3 treatments.

## **PRIVATE FEES**

We will always discuss your treatment options with you in detail and provide you with a written treatment plan and full estimate. Our private fees are also available on our website.



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## **APPOINTMENTS AND RECALLS**

In order to help you to remember your regular visits, we will send you a text reminder when your routine examination is due. Please remember, this is only a courtesy service and it is ultimately your responsibility to ensure you attend regularly.

The length of time between your recall visits will be based on your particular needs.

If you are unable to keep an appointment, you need to let us know as soon as possible. The practice is very busy and someone else may well appreciate having the appointment that was allocated to you. **Failure to keep appointments and late cancellations could affect your access to NHS dental care with us.**

## **DENTAL EMERGENCIES (DURING SURGERY HOURS) Tel Number: (01495) 302078**

If you need an emergency appointment during surgery hours, contact us as soon as possible from 9am onwards, advise the receptionist that you require an emergency appointment and she will do everything possible to ensure you receive prompt attention. The earlier you contact us, the easier it will be for us to arrange an appointment. Leaving it until late in the day can make it difficult to fit you in as this is often the busiest time in the practice. We have dedicated emergency appointments allocated on the day on a first come first served basis.

## **DENTAL EMERGENCIES (OUTSIDE SURGERY HOURS) Tel Number: (01633) 744387**

Outside normal surgery hours an emergency dental service operates, Monday to Friday from 6.30pm until 10.00pm and 8.00am until 10.00pm on weekends. The service runs via clinics across the area with a small number of emergency appointments available to patients. Please contact the above telephone number to speak to the helpline staff or check our website for more details.

## **ACCESS FOR LESS ABLE PATIENTS**

**Access to the practice is via eight steps from street level which not wheelchair friendly.** For those patients with mobility problems we have access for treatment to be provided in the ground floor surgeries. Toilet facilities are also available downstairs and are equipped for less able patients. We are usually able to provide a full range of treatment with the facilities available. In the unlikely event that we cannot provide any item of treatment, we will make arrangements for it to be carried out elsewhere via the LHB Domiciliary service. We are also able to provide patient leaflets in large print for those who require them.

## **PROTECTING YOU AND THE DENTAL TEAM**

As a caring practice we take all necessary steps to safeguard both patients and staff against contamination from any types of disease. All instruments are cleaned and sterilised in a modern, newly equipped decontamination suite, to the recommended standards and we use many disposable single use items. All staff receive intense training and regular updates in this important area. The modern equipment we use also ensures that the water supplies meet the required standards for cleanliness and hygiene.



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## **REGISTERED MANAGER**

Under the Private Dentistry (Wales) Regulations 2017, the Health Inspectorate Wales has introduced the need for a registered manager to ensure that the practice continues to provide safe, accountable and good quality dental care to its patients. The appointed registered manager for Bethcar Dental Practice is Mr Rhys Morgan and he can be contacted at the practice address, via the email and also on the practice telephone (all available on the front sheet of this booklet).

## **FURTHER INFORMATION**

If you have any queries or concerns about the practice or your needs, such as the cost of your treatment and under what arrangements it is being provided, please ask. We also try to accommodate patient requests to be treated by a particular dentist or hygienist.

We also routinely (approximately every 6 months) collect patients views via a patient questionnaire. If you would like to take part in expressing your views about the practice please ask one of the reception team for a questionnaire form or collect one from the waiting areas. All information is completely anonymised and confidential and helps us to improve the service we provide.

You can contact Ms. D.Morgan at the practice, who will be pleased to discuss your concerns. Any information the practice holds about patients is treated with strict confidentiality. Staff are reminded about the need to refrain from disclosing any information to third parties. Information is only disclosed following patient consent or in specific child protection cases.

Any patient may request copies of their records and Ms. D.Morgan will also be able to help you in such matters. If there is anything you want to discuss in private, please ask and we will ensure this happens. The complaints procedure for raising concerns is also available in the practice waiting areas and is available on request.

We hope this booklet has been informative and we would be pleased to answer any queries you might have or suggestions on how it could be improved. Further details are available from our practice website – [www.bethcardental.co.uk](http://www.bethcardental.co.uk).

## **USEFUL NUMBERS/ADDRESSES**

- NHS Direct Wales: 08454647 [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)
- Aneurin Bevan Health Board: St Cadocs Hospital Lodge Road Caerleon Newport NP8 3XQ  
Telephone: 01633 436700 [abhb.enquiries@wales.nhs.uk](mailto:abhb.enquiries@wales.nhs.uk)



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