

# welcome to our practice

## Everything you need to know about our services

Oxford Road, Hay on Wye, Herefordshire HR3 5AL

**Tel:** 01497 822730

**Email:** hayonwye-pm@mydentist.co.uk

**Web:** www.mydentist.co.uk

### Opening Times:

**Mon** 08:30am – 17:00pm

**Tue** 08:30am - 17:00pm

**Wed** 08:30am - 17:00pm

**Thur** 08:30am - 17:00pm

**Fri** 08:30am - 17:00pm

**Sat** Closed

**Sun** Closed

### Other Information

- Outside of normal practice opening hours please ring the practice telephone number for information on how to access care and advice.
- There is a free car park at the practice and pay and display car park nearby.
- There is wheelchair access available.

### What services do we provide?

The practice provides the full range of dental services, which includes:

- Examination, diagnosis and treatment planning (including X-rays)
- Preventative advice and treatment
- Treatment of gum disease (periodontal treatment)
- Fillings, root fillings, crowns and bridges
- Extractions (and other surgical treatments)
- Supply and repair of dental appliances (dentures and splints)
- Prescription and supply of dental medicines

### Additional services

We offer a wide range of private treatment options including: bridges and dentures, crowns, fillings, flexible payment options, children's oral health, inlays and onlays, root canal, endodontics, veneers, whitening, implants, facial aesthetics, smoking cessation, hygienist, removable braces retainers, mouthguards, adult teeth straightening, Invisalign, clear correct, smile makeovers, anti wrinkle treatments and teeth grinding.



### Who are we?

Our dental practice is registered with the Healthcare Inspectorate Wales (HIW) and the registered manager is Alison Price.

Reshad Naghshbandi, Dentist  
Qualification: Umea Sweden 1996  
GDC No. 72424\*

Grazyna Golebiewska, Dentist  
Qualification: LEKstom Bialystok 2004  
GDC No. 84353\*

Ridhwan Ahmed, Dentist  
Qualification: Bachelor of Dental  
Surgery 2000  
GDC No. 290554

Michael Monteiro, Oral Surgery  
Consultant, Qualification: FDS Royal  
College of Surgeons England 1996.  
BDS LOND 1993  
GDC. 69055

Damian Clayton, Hygienist  
Qualification: Diploma of Dental  
Hygiene Edinburgh 31/07/2009  
GDC. 177189

Nicky Pratt, Hygienist  
Qualification: Diploma of Dental  
Hygiene 2000  
GDC. 5677

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\* GDC No. is the General Dental Council registered number.

## Standards of Care

Your dentist, and the wider practice team, want to ensure they provide the highest quality standard of care. All staff undergo training as part of their induction and ongoing development, and the practice adheres to a clinical governance programme to ensure we comply with all relevant regulations and guidance standards. Our aim is to provide quality dentistry for all our patients, and ensure that the care provided is appropriate to your needs. If for some reason the service provided to you does not meet with your satisfaction, we would like to know and have the opportunity to put things right.

In the event you have a complaint, we operate an open and honest complaints procedure (The Private Dentistry (Wales) Regulations 2017). Our Complaints Procedure enables you to give us feedback on the treatment you received, and also allows us to continually improve our standards of care. Complaints can be made in writing, in person or by telephone. If you would like to talk about any aspect of your care or treatment in confidence, please ask to speak with our Practice Manager or request a copy of our complaint leaflet. You can also visit our website to leave feedback [www.mydentist.co.uk](http://www.mydentist.co.uk).

As a patient of our practice, we want to give you the best possible service. You can complete a short survey, which is available in practice, this will help us to continue improving our customer experience.

## Making an Appointment

Appointments can be made either by telephone or in person at the dental practice. Many of our practices also provide an online appointment booking service. Please speak to a member of our team for more information. If you wish to see a particular dentist, please mention this at the time of booking.

If your request cannot be met, you will be offered an alternative option. The time gap between routine check-ups, (your recall interval), will be determined by your dentist, in line with national guidelines published by NICE (National Institute for Clinical Excellence).

If you are unable to keep your appointment, please let us know as soon as possible, so that we can use the appointment slot to see another patient. We hope you understand if you don't attend an appointment, we can't see other patients, who may need urgent treatment. If you miss more than two appointments, we reserve the right to refuse to treat you in the future. We appreciate your help with this issue. Information on your rights and responsibilities can be found in practice.

## Payment

Fees are payable prior to the commencement of treatment, and we accept cash and most debit/credit cards. Interest-free credit is also available for private treatment options.

An estimate of your treatment costs will be provided to you at the time of your examination, and any changes will be discussed with you, if and when they occur, to avoid any confusion.

## Teaching & Training

This practice may or intend to undertake the teaching or training of persons who provide dental services. If you have any enquiries regarding the latest status please contact the Practice Manager.

## Practice Policies

### Abusive and Violent Behaviour

This practice operates a zero tolerance policy for abusive or violent behaviour towards any staff member. If a patient is violent or abusive, the practice is within its rights to withdraw services with immediate effect. The police will be informed following any incident.

### Data Protection and Confidentiality

Data protection laws allow you to find out what information about you is held on our computers and in certain manual records. This is sometimes known as "right of subject access" and applies to your dental records. If you want to see them please contact the Practice Manager where you are being, or have been, treated (more information on how your data is used can be found at [www.mydentist.co.uk/customer-services/legal](http://www.mydentist.co.uk/customer-services/legal)).

Your dentist, hygienist, dental nurse, practice manager, receptionist and other members of the wider practice team have access to your patient information.

## Other Important Information

mydentist, Oxford Road, Hay on Wye is a trading style of Whitecross Dental Care Limited, a company registered in England and Wales with registration number 244415 and with its registered office address at Europa House, Europa Trading Estate, Stoneclough Road, Kearsley, Manchester M26 1GG.

mydentist, Oxford Road, Hay on Wye is a member of the mydentist group.

Your private dental care at this practice is provided by your clinician on behalf of Whitecross Dental Care Limited, a mydentist group company authorised by the Financial Conduct Authority whose Registered Office is Europa House, Europa Trading Estate, Stoneclough Road, Kearsley, Manchester M26 1GG and whose Registered No. is 00244415. Registration with the Financial Conduct Authority helps the mydentist group comply consumer credit regulations.

Available in Braille, large print and multiple languages.

For further company information please visit [www.mydentist.co.uk](http://www.mydentist.co.uk).

