

Patient views

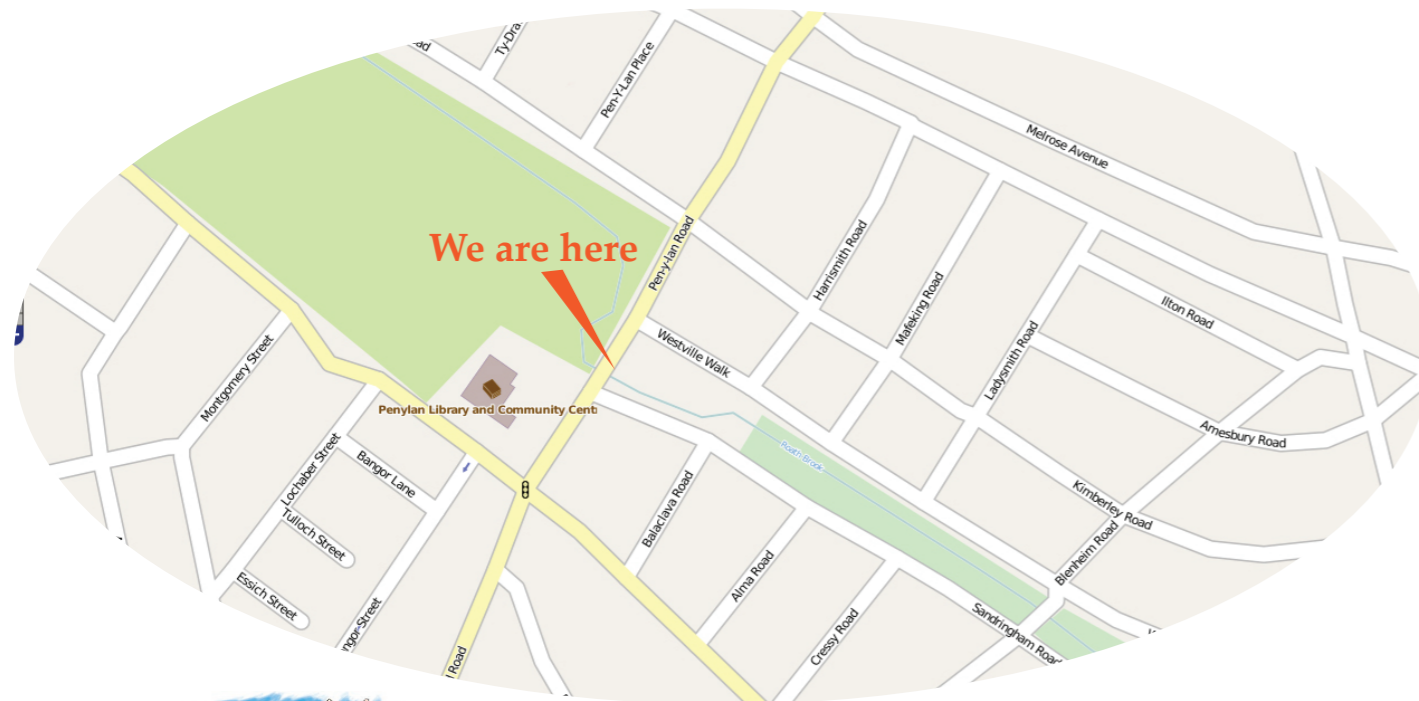
We recognise that regular patient feedback helps us to improve our services. If you have a suggestion please complete a suggestion slip and post it in the suggestion box at reception or discuss with our reception team. Alternatively, email us at penylandental@soegateway.com

Complaints

If you have any comments or complaints about the care of service you have received at the practice please contact Mr Stephen Clark or any member of staff. We always try to deal with complaints swiftly and fairly.

You can find our Patient Complaints Policy on the practice website : www.penylandentalpractice.co.uk or request a copy from reception.

How to find us



Penylan Dental Practice

86 Penylan Road, Cardiff CF23 5HX

Tel: 02920 483 483 Email: penylandental@soegateway.com

www.penylandentalpractice.co.uk

SM Clark Ltd,

Reg Address: Celtic House, Caxton Place, Pentwyn,
Cardiff, Glamorgan, CF23 8HA

Company No: 8180402

Mr. S M Clark B.D.S (Wales) and Associates

Cheques payable to S M Clark Ltd



Penylan Dental Practice

Stephen Clark, B.D.S (Wales) 1997, GDC No 72984

Naomi Jones B.D.S (Wales) 2000, MFDS RCS (London) 2003, GDC No 77824

Richard Crean B.D.S (London) 2015, B.Sc (Pharmacology), GDC 258724

Telephone: 02920 483483

email: penylandental@soegateway.com www.penylandentalpractice.co.uk

Welcome

We consider ourselves to be a family practice and hope to provide you with quality dental care in a comfortable and relaxing atmosphere. It is our philosophy to promote dental health at all times. Prevention is better than cure and therefore we recommend regular dental and hygiene examinations. This will keep down the cost of your dental treatment. We are always happy to discuss alternative options and to answer any dental questions you may have.

We aim to ensure that your dental care meets your own individual needs and gives you a comfortable, healthy mouth and great smile.

As general dental practitioners, we offer a wide range of services including new patient consultations, routine dental examinations, restorative, periodontal, prosthetic and cosmetic treatments. Please take a look at the practice price list accompanying this leaflet.

We also have a good working relationship with many dental specialists in and around Cardiff for specialist dental treatment not currently available at the practice.

Children

We provide free NHS treatment to all children to the age of 16.

Adults

Adults can choose from two payment options. You can become a “ pay as you go” private patient. You will be given a treatment plan and estimate for each course of treatment. No treatment will be undertaken without your full and specific consent. Alternatively, you may prefer to join our dental insurance scheme. This allows you to receive private dental care for a monthly payment. After an initial dental assessment, we will be able to tell you what your monthly insurance fee will be.

Practice Hours

| | | |
|------------------|-------------|-------------|
| Monday | 08.30-12.30 | 13.30-17.30 |
| Tuesday | 08.00-12.30 | 13.30-17.00 |
| Wednesday | 08.00-12.30 | 13.30-18.00 |
| Thursday | 09.00-12.30 | 13.30-17.30 |
| Friday | 08.00-12.30 | 13.30-17.00 |

Closed for lunch between 12:30 - 13:30 and Bank Holidays

Emergencies

During surgery hours please contact us at your earliest opportunity and every effort will be made for you to be seen. Outside surgery hours please telephone 02920483483.



Appointments

We provide a range of appointment times including early morning appointments We kindly ask you to arrive on time for your appointment. If you need to cancel your appointment, please give as much notice as possible to allow us to allocate your appointment time to another patient.

Appointments that are cancelled with less than 48 hours notice or failed are customarily subject to a deposit which is paid before booking your next appointment. Two failed appointments may result in de-registration from the practice.

Advance deposits are requested for dental treatment lasting 45 minutes or longer when booking the appointment.

Confidentiality

We take great care to ensure our patient records are maintained in strict confidence. We adhere to confidentiality, GDPR and data security protocols. Your records are available on written request to Stephen Clark. Please ask our reception team for further information if required.

Protection

We wish to reassure patients that we have strict practice policies with regards to sterilisation and cross infection. All clinical staff are registered with the General Dental Council and are DBS certified. Our staff undergo regular appraisal and adhere to GDC requirements with respect to ECPD through courses ,practice meetings, peer review, and practice training including medical emergencies, infection control and child protection. S M CLARK LTD is registered with Health Inspectorate Wales to provide private dental care at Penylan Dental Practice.

Facilities for the disabled

The practice was designed to be easily accessible to everyone. You will find no steps to contend with. All 3 surgeries are modern and air conditioned. The toilet has baby changing facilities. We are proud to say that we can provide full access for disabled patients.

Dental Care

We stock a full range of oral hygiene products (toothbrushes, mouthwashes, dental floss, teeth whitening top ups etc.) Ask at reception.

Violence and aggression

We kindly ask patients to be polite and courteous at all times and remind you that the practice does not accept violent or aggressive behaviour towards our staff in whatever form it takes and for whatever reason.

Our practice policy is intended to protect everyone who works at the practice from possible violent or aggressive behaviour.