

Welcome to...

WHITCHURCH ROAD Dental Surgery

Meet the Dental Team

Alison Jones Dentist and Practice Owner BDS,
GDC Number 78113

Ali Amir Dentist, GDC Number 278391

Emma Baggett, Dental Hygienist, GDC Number
267768

Practice Manager: Joanne Tyler

Dental Nurses:

Nicola Williams Dental Nurse, GDC Number
256358

Sarah Croydon Dental Nurse, GDC Number
136040

Chloe Holden Trainee Dental Nurse

Shannon Woods Trainee Dental Nurse

Emily Davies Trainee Dental Nurse

All members of staff are highly trained and
attend postgraduate courses on a regular basis.

Registered Service Provider is Dr Alison Jones,
GDC No. 78113

Alison Jones Dental Surgery

101 Whitchurch Road, Cardiff CF14 3JQ

Telephone 029 29621059

email – admin@alisonjonesdentist.co.uk

Welcome to Alison Jones Dental Surgery

Thank you for choosing our dental practice.
We take great pride in the quality of our dentistry
and want to make your visits a pleasant experience
in a modern friendly and safe environment.

Our Range of Services

We provide the full range of NHS treatment (except
and sedation) to all members of the public. We also
provide private treatment, including cosmetic
dentistry to improve your smile (training undertaken
with the dentists on Extreme Makeover) and
Orthodontics. For further information on our full
range of services, please speak with your dentist.

Certain patients may qualify for full or part
exemption from NHS charges. Please ask receptions
for details.

Patient Involvement rights

Alison Jones Dental Practice takes full account of
patient comments, their rights and autonomy.
At the practice we conduct regular surveys of patient
views on the service, care and treatment provided.
The Practice Information Leaflet and website are
available to patients to give full details of services
provided.

Alison Jones Dental Surgery has an in-house
complaints policy for the effective and easy
resolution of patients' complaints and concerns.
Patients' need and expectations are assessed at the
outset and treatment alternatives, benefits and risks
are explained full before treatment is started and
informed consent is always secured.

DBS Checks – Enhanced Disclosure and Barring Service Checks

All Dentists at Alison Jones Dental Surgery hold a
current Enhanced Disclosing and Barring Service as
required by the Health and Social Care Act.

We aim to ensure all staff members of our team have
the right skills and training to carry out their duties

competently and with confidence. We also ensure an
awareness of current national guidelines affecting
the way we care for our patients.

Types of Treatment Offered

We aim to provide all treatment normally expected in a
caring family practice. Preventative treatment and
advice is offered by the dentists. When treatment is
within the NHS, the full range of treatment necessary to
secure and maintain oral health is offered.

A wider range of treatment is available under a private
contract and those who are members of Denplan. We
are now offering cosmetic treatment to improve the
smile aesthetics.

Protection

As a caring practice we take all necessary precautions to
safeguard both patients and staff against blood borne
infections. We follow recommended guidelines with
regards to the sterilization of instruments and use of
disposable items.

Appointments

We always try and see patients at the appointed time. If
you are kept waiting, there is normally a good reason
and the receptionist will aim to keep you informed.

Our practice policy is that if you miss one appointment
all subsequent appointments will automatically be
cancelled. Missed appointments waste time and
resources which are needed for other patients. If you
fail three appointments, we will no longer be able to
offer NHS treatment (we will of course take special
circumstances into account). We may still be able to
offer private dental treatment, but will require a non-
refundable deposit.

For private appointments, please note there will be
charges levied for short notice cancellations and missed
appointments.

Emergency Service

If you are in pain during surgery hours, please
telephone and every effort will be made to see you as

soon as possible. Please try and contact the surgery as early in the day as possible.

For emergency treatment outside normal surgery hours, please call **0300 1020247** (Monday – Friday after 6pm and Saturday and Sunday from 8am)

This service is provided by the Cardiff and Vale Local Health Board who is responsible for commissioning dental services in the area. Further information about local NHS dental services can be obtained from:
www.nhsdirect.nhs.uk

PLEASE DO NOT CONTACT YOUR DOCTOR FOR DENTAL EMERGENCIES

Facilities

We have a ground floor surgery which has wheelchair access but access is restricted to the main waiting area and downstairs toilet. All staff members are happy to provide assistance at any time.

Payments

Patients will be provided with a detailed treatment plan and cost of treatment at the examination appointment.

BAND 1 Treatment is to be paid on arrival for the examination appointment.

BAND 2 Treatment is to be paid at the first treatment appointment.

BAND 3 Treatment can be paid in installments; however the full amount must be paid on completion of BAND 3 treatment (crowns/dentures/bridges) even if further work is necessary.

Private work is to be paid at each appointment and 50% of any laboratory constructed work (denture/crown/bridge) must be paid at the initial appointment with the remaining amount paid at the final appointment.

We accept the following methods of payment at the practice: cash, cheque (with valid bankers' card made

payable to Alison Jones LTD), debit cards and various credit cards.

Patient confidentiality

We take patient confidentiality extremely seriously at Alison Jones Dental Practice (LTD) and all personal information is treated in the strictest confidence. Only members of staff have access to patient information and we have a strict confidentiality policy. Patients' records will not be passed on to any third parties without patients' permission. To see a copy of the policy, please ask reception.

Complaints

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints, please contact Joanne Tyler 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.

Abusive or Violent Behavior

If a patient is abusive or violent towards any of our staff, patients or anyone else on the premises their treatment will be terminated and reported to the appropriate authorities.

Please keep us informed

- It is important to keep us informed of any changes to your medical history and the medications that you take.
- If you change address or telephone number, please inform us as soon as possible. This helps us to keep our records up to date and the recall system more efficient.

- You can express a preference about which dentist you will see. If possible will make all reasonable efforts to ensure that the request is met.
- **Suggestions**
If you do have any suggestions concerning the practice, please feel free to mention them at any time.

Surgery Opening Hours

Monday	9am-5pm
Tuesday	9am-5pm
Wednesday	9am-5pm
Thursday	9am-5pm
Friday	9am-1.00pm

The surgery is closed for lunch
Monday – Thursday
between 1pm – 1.30pm

Alison Jones Dental Practice (LTD)

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CARDIFF CF14 3JQ**

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Fax: 029 20621059

NHS Direct: 111

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