

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 private
treatment (except and sedation) to all
members of the public., 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.

We have a limited capacity for NHS
patients.

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 Staff 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.

A wide 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.

When treatment is within the NHS, the full
range of treatment necessary to secure and
maintain oral health is offered.

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 one appointment 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. Unfortunately we do not have a 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.

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.

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.

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.

**Alison Jones Dental
Practice (LTD)**
101 Whitchurch Road
CARDIFF CF14 3JQ
www.alisonjonesdentist.co.uk
Tel: 020 20621059
Fax: 029 20621059
NHS Direct: 111
www.nhsdirect.nhs.uk

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