

Welcome to...

Alison Jones Dental Surgery Ltd

Meet the Dental Team

Alison Jones Dentist and Practice Owner BDS,
GDC Number 78113

Ali Amir Dentist, GDC Number 278391

Daniel Dadnam Dentist, GDC Number 289505

Clair Lang Dental Therapist , GDC Number
101180

Lisa Hudspeth Dental Therapist , GDC Number
6134

Emma Baggett, Dental Hygienist, GDC Number
267768

Stephanie Bowyer, Dental Hygienist, GDC
Number 248405

Practice Manager: Joanne Tyler

Dental Nurses:

Nicola Williams, Dental Nurse, GDC Number
256358

Sarah Croydon, Dental Nurse, GDC Number
136040

Zara Kaplan, Dental Nurse, GDC Number
267007

Jemma Jones, Dental Nurse, GDC Number
245417

Chloe Holden, Trainee Dental Nurse

Emily Davies, Trainee Dental Nurse

Isabelle Jones, Trainee Dental Nurse

Anne-Marie Tapscott, Dental Receptionist

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

45, Barry Road, Barry CF63 1BA

Telephone 01446732231

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 implants and sedation) to all members of the public, including cosmetic dentistry to improve your smile 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 in the Cardiff practice. 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 instalments; 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.

Surgery Opening Hours Whitchurch Road

Monday 9am – 5pm
Tuesday 9am - 5pm
Wednesday 9am - 5pm
Thursday 9am - 5pm
Friday 9am - 4pm
(Hygiene appointments only in Cardiff on a Friday pm)

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

Surgery Opening Hours Barry Road

Monday 9am – 5.30pm
Tuesday 9am – 5.30pm
Wednesday 9am – 5.30pm
Thursday 9am – 5.30pm
Friday 9am - 4pm

The surgery is closed for lunch
between 1pm – 2pm
(Monday – Thursday)
1pm – 1.30pm
(Friday)

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NHS Direct: 111
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