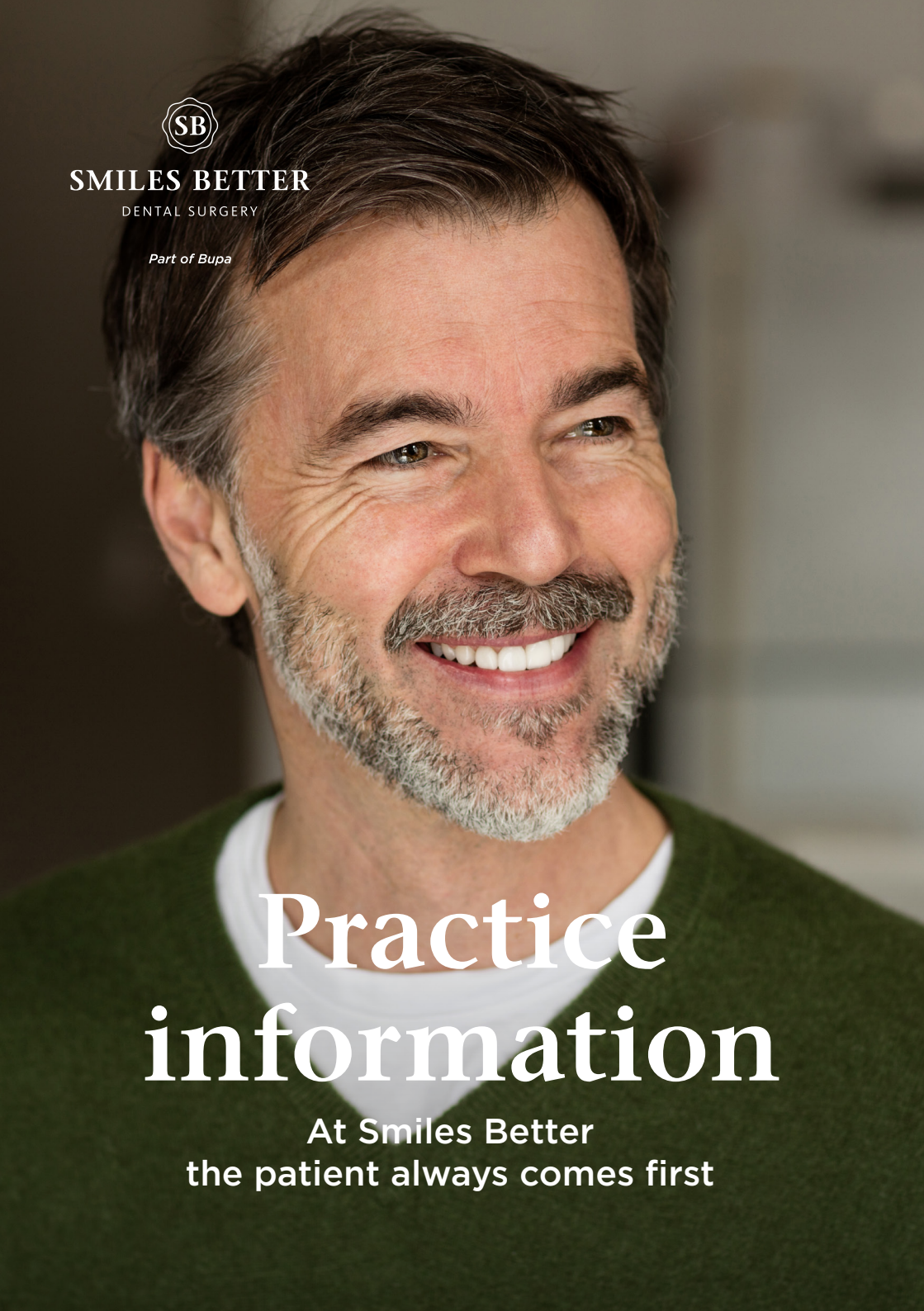
SMILES BETTER
DENTAL SURGERY

Part of Bupa



Practice information

At Smiles Better the patient always comes first

Welcome to Smiles Better

We're here to support you on your journey to better oral health through high-quality dental treatment and patient care. We do everything we can to ensure your visit with us is a positive experience, our friendly and professional team is always on hand to answer any questions you might have.

What's more, we meet all the Healthcare Inspectorate Wales standards in sterilisation and cross-infection control, and we maintain our equipment to the highest level.‡ To find out more about Smiles Better, please visit **www.bupadentalcare.co.uk**

Our dental services

At Smiles Better we treat private patients, offering a range of dental treatments and services. We'll always do our best to satisfy any requests for reasonable adjustments, but if this isn't possible we'll direct you to nearby practices that can meet your needs. This could be supporting any learning disability, meeting your vision, hearing or mobility needs, neurodiversity, translation requirements or cultural preferences, such as requesting a specific gender of clinician. We'll always strive to meet your request, though it may not always be achievable. Please see the disability access section of this leaflet for access in this practice.

We understand that you may be worried about having dental treatment.

†You can read our latest inspection report at www.hiw.org.uk

If this is the case, please let us know and our experienced team will work with you to reduce any anxiety you feel.

Chaperones

We provide chaperones routinely for most treatments we provide. If you require a chaperone for a dental hygienist appointment, please let us know in advance.

Making a complaint

If you are unhappy with our service, please do not hesitate to contact us in the practice. Contact the Practice Manager first, raising your concern with us directly means we can begin looking into it straight away.

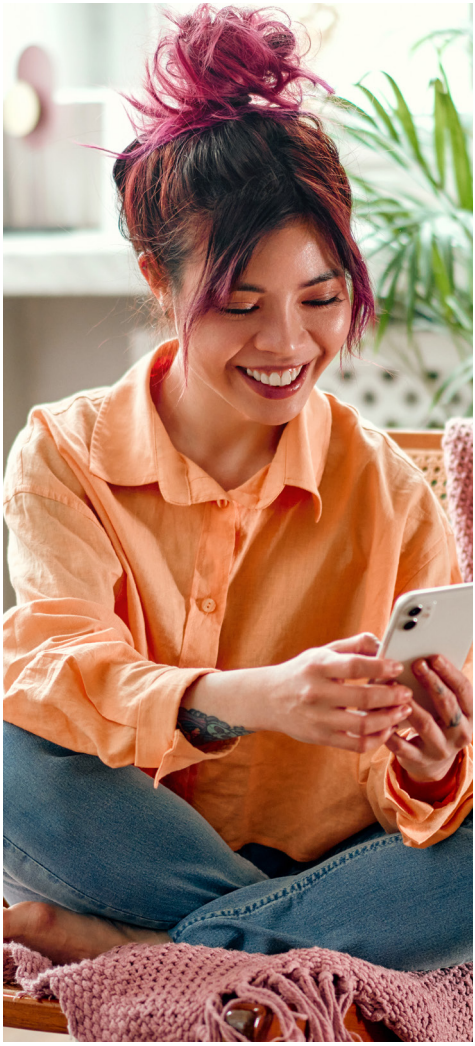
Practice Manager email: gemma.Danter@bupadentalcare.co.uk or email us at **Patient.Complaints@bupadentalcare.co.uk**

If you're a private patient, you can contact the Dental Complaints Service (DCS) by telephone **020 8253 0800**, or visit their website - **https://dcs.gdc-uk.org/**

Both NHS and private patients can contact Healthcare Improvement Wales (HIW): **www.hiw.org.uk**

We offer

- **Private dentistry**
  Comprehensive service with convenient appointment times
- **Hygienist services**
  For preventative treatment
- **Cosmetic dentistry**
  Including crowns, bridges and veneers
- **Dental implants**
  Replacement of missing teeth
- **Teeth whitening**
  - At-home whitening
  - In-practice whitening
- **Sedation**
  For nervous patients
- **Orthodontics**
  - Invisalign clear aligners
  - Six Month Smiles
- **Facial aesthetics**
  Non-surgical cosmetic treatment to enhance your natural features



Meet our team

Our skilled team currently consists of nine dentists and two hygienists. Please visit our website for full biographies.

Dr Nigel Jones
Implant Surgeon
BDS Lond 1980
GDC number 54923
Date of registration: 31 Dec 1980

Dr Alys Evans
Specialty Dentist Oral Surgery
BDS Cardiff University 2016
GDC number 265143
Date of registration: 18 Jul 2016

Dr Laura Master Williams
General Dentist
BDS University of Bristol 2014
GDC number 255954
Date of registration: 09 Mar 2015

Dr Samuel King
General Dentist
BDS University of Bristol 2015
GDC number 257943
Date of registration: 25 Jun 2015

Dr Elliot Samphire
General Dentist
BDS Cardiff University 2018
GDC number 278400
Date of registration: 18 Jul 2018

Dr Sharmila Gaitonde
Implantologist, Orthodontics and General Dentistry
Statutory Exam 1994
GDC number 70302
Date of registration: 01 Dec 1994

Dr Joao Rodrigues
Implantologist and General Dentist
LMD University of Porto 2010
GDC number 192703
Date of registration: 06 Jul 2010

Dr Ines De Ruco
Orthodontist
LMD Lisbon 2010
GDC number 197622
Date of registration: 21 Sep 2010

Dr Linda Ifidon
General Dentist
BDS Lond 1988
GDC number 64090
Date of registration: 1.01.1989

Dr William Walter
Specialty Dentist Oral Surgery
BDS Cardiff University 2016
GDC number 265103
Date of registration: 2016

Roles in the Dental Team

Dentist

Most dentists work as general dental practitioners (GDPs), providing dental care to patients. They lead the practice team in diagnoses and development of treatment plans, and provide dental treatment to their patients.

Dental Hygienist

A dental hygienist will focus on the prevention and treatment of gum disease and associated problems. They will provide treatments independently or under referral from a dentist, such as:

- Scaling teeth (at times under local anaesthetic)
- Polishing teeth
- Applying topical fluoride and fissure sealants
- Providing oral health advice and education
- Taking dental X-ray and impressions of teeth if they have the qualification

Preventative dentistry

We strongly recommend regular visits to your Bupa Dental Care dentist and hygienist to maintain healthy teeth and gums.

If problems are detected early, we can treat them before they develop further and become serious.

Dental Nurse

A dental nurse supports the whole dental team in the treatment of patients. They are also responsible for decontamination and cross infection control and ensuring patient safety in the practice.

Our commitment to you.

We will:

- Advise you on how to achieve and maintain healthy teeth and gums
- Provide you with a choice of available treatment options
- Explain why treatment is necessary and what it involves
- Provide you with a full treatment plan and estimate of costs
- Ensure all information is clear and easy to understand
- Provide quality dentistry using modern and safe equipment
- Advise you on how often you should have a check-up based on your specific needs

Payment options

Payment for treatment is due after each appointment and can be made by most major credit cards or cash. We also offer a range of finance options that make it easier to cover the cost of treatment. Ask your practice for further details.

Bupa Smile Plan: A simple monthly payment scheme which includes check-ups, hygiene appointments and a 10% discount on selected treatments.

We welcome Bupa insurance customers

Please ask at reception if you require further information on paying for your treatment.

Visit our website for more details and T&Cs: **bupa.co.uk/dental/dental-care/ways-to-pay**

Healthcare Inspectorate Wales

Bupa Dental Care practices are registered and compliant with the Healthcare Inspectorate Wales. For further details telephone 0300 062 8163 or visit – **www.hiw.org.uk**

Registered Practice Manager
Gemma Danter

Directors of Bupa Dental Care:
Jesus Bonilla - General Manager
Neil Sikka - Director of Dentistry
Peter Crockard - Regional Clinical Director

Booking appointments

Call 01873 857400

You can book an appointment with our reception team.

Your dentist will advise you of when your next dental examination is required. The interval between check-ups depends on how healthy your teeth and gums are and your risk of future problems.

Emergency appointments

Call 01873 857400

Please call us if you require emergency dental treatment. Should an emergency arise outside of our opening hours, our answering service will advise you of what you can do to access treatment as soon as possible.

Alternatively, for out of hours NHS advice, please call 111 or visit www.nhs.uk/nhs-services/dentists

Personal information

We recognise that when you give us personal information (which includes health information) you're trusting us to take good care of it. Please see bupa.co.uk/privacy for more information about how we collect, use and protect your data.

If you don't want to receive marketing about Bupa products and services that we think are relevant to you, please contact us at **optmeout@bupa.com**

Cancellations

We understand that things can crop up unexpectedly, so if you need to change or cancel your appointment, please provide us with at least 24 hours notice.

This allows us to offer your appointment time to other patients, ensuring we can provide our patients with the best possible access to dental care at Bupa.

Zero tolerance

We operate a zero abuse policy, both physical and verbal towards any member of our team. Any patient found to be in breach of this policy may have to find alternative dental care. Please respect the team who looks after you.

Disability access

We are able to support access to the practice for wheelchair users and those with specific mobility needs. Please contact us so we can ensure we can support any disability needs prior to booking your appointment. Interpretation services available on request.

Parking

No on site parking, Street parking limited, nearby car parks short walk away

Public transport

Abergavenny Train St 10 min walk from practice. Bus stops nearby

Opening hours

Monday	8.30am - 19.00
Tuesday	8.30am - 19.00
Wednesday	8.30am - 19.00
Thursday	8.30am - 5.30pm
Friday	8.30am - 5.30pm
Saturday	Closed
Sunday	Closed

We offer extended hours with early morning, and early evening appointments available, as well as some Saturdays.

Smiles Better

Call 01873 857400

Email Abergavenny@bupadentalcare.co.uk

Visit 2-4 Baker Street, Abergavenny, Monmouthshire, NP7 5BB

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