

## emergency care

We aim to offer same day appointments to patients in pain or with an urgent dental problem. Should an emergency occur outside practice hours, you can access care or advice from:

Denplan emergency service 07951 278945 Monday to Friday  
ABUHB out of hours service Tel: 01633 744387 Monday to Sunday  
Private / Denplan weekend service Tel: 07623 984723

## our team

The whole practice participates in continued learning to provide the best care we can for all patients, to stay abreast of new techniques and practices, to be a happy and fulfilling place to work and to have at core a philosophy of learning and excellent patient care. Our training needs are identified through regular appraisals and all team members have personal development plans as well as fulfilling GDC requirements for continuing professional development.

### Registered Manager/Provider:

Leonard James Smart.

### Dentists:

**Leonard James Smart** BDS Wales 1986 GDC no. 61454. Male.  
**Charlotte King** BDS Wales 2021 GDC no. 295756. Female.  
**Deesha Chudasama** BDS Leeds 2023. GDC no. 309307. Female.

### Hygienists/Therapists:

**Hannah Carr** Dip Dent Hygiene/Therapy 2024 GDC no. 255828. Female.  
**Chloe Richards** Dip Dent Hygiene 2024 GDC no. 270493. Female.  
**Emma Wescot-Thomas** Dip Dent Hygiene 2024 GDC no. 274167. Female.

### Practice Manager:

**Billie Taylor** Dental nurse GDC 119504, reception, management and treatment coordinator experience. Female.

### Administration:

**Chynna Brookes** Dental Nurse and Treatment Coordinator. GDC 268591. Female  
**Thomas Crooks** Reception and Management experience. Male.  
**Julie Robson** Reception. Female.

### Nursing Team:

**Tabitha Williams** Dental Nurse. Decon Lead. Female. GDC no. 301180  
**Caitlin Samuel** Dental Nurse. Female. GDC no 330183.  
**Sofie Smith** Dental Nurse in training.

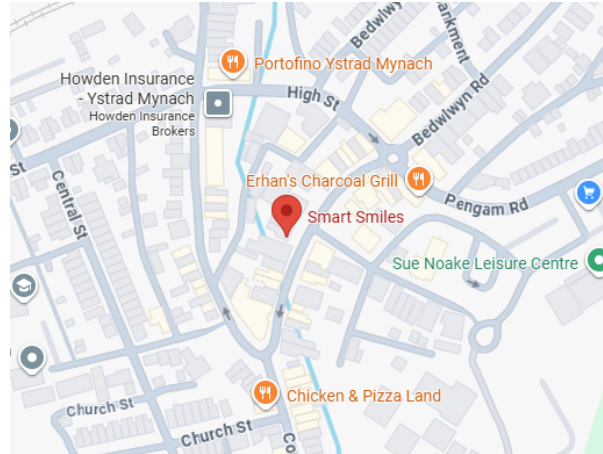
## other useful information

www.nhsdirect.wales.nhs.uk or Tel: 0845 46 47

Aneurin Bevan University Healthboard  
Block C 2Nd Floor Mamhilad House, Pontypool NP4 0YP  
Telephone: 01633 234234

## how to find us

We are situated on the main high street of Ystrad Mynach. Only a short walk from the train station and bus stops. There is disabled parking available on the street outside the practice and a local car park, just a short walk away.



## opening hours

Monday	8.30am to 7.00pm
Tuesday	9.00am to 5.30pm
Wednesday	9.00am to 5.30pm
Thursday	9.00am to 5.30pm
Friday	8.30am to 2.00pm

We are closed 1pm to 2pm Monday to Thursday for lunch



Operates from:  
Smart Smiles  
19 Bedwylwyn road  
Ystrad Mynach  
CF82 7AA  
care@smartsmls.co.uk  
Tel: 01443813136



a little  
about  
us



practice information leaflet

## welcome

We would like to welcome and thank you for choosing to come to us for your dental care. Many of our patients choose this practice because a friend or relative has recommended us to them. This is the best compliment we can be paid and hope that you find visiting the practice a pleasant experience. Our aim at all times is to provide the best quality dental service for all your needs.

Smart Smiles Ystrad Mynach has a fixed allocation of NHS funding from ABUHB to provide treatment. Private patients also have the opportunity to join Denplan, an independent dental health care system. Patients receive comprehensive dental care including regular examinations, preventive care, the latest treatment available and emergency cover at home and abroad for a fixed monthly payment. Your individual assessment is available on request.

If you would like to make an appointment please telephone or email the practice and we will be pleased to arrange a convenient time for you with the practitioner of choice

## your dental health

Good dental health for you and your family is our aim. Care of your teeth at home, combined with the help and advice of your dentist and hygienist makes this possible for you. The preventive approach is designed to reduce the need for dental treatment for patients of all ages. We hope you will work with us to achieve this.

To help you care for your teeth we offer a range of dental products. The practice also operates a recall system to ensure that you receive routine care at regular intervals. Please remember to bring an up to date list of medications if you take any, it will make filling in your medical form easier.

## our practice services

Our dentists offer a full range of preventive and cosmetic dentistry including implants and tooth whitening. Each surgery is equipped with technology to help us diagnose when treatment is required and explain the treatment options to you. We may suggest referral to a particular specialist, if this is appropriate – for example complex root fillings.

Our dental hygienists are trained in all aspects of dental care, including scaling and polishing teeth and to give advice on promoting oral health. Our sister practice provides orthodontic services, for more details ask reception.

## access

Our aim is to care for all patients whatever their needs. Our building is spread out across two floors. We have a surgery located on the ground floor Which allows access and use of the practice for those patients who struggle with the stairs.

We have a fully equipped disabled toilet facility. Referrals can be made to Aneurin Bevan Board Special Dentistry Unit for patients with whose disability requires specialist facilities. If you have any queries regarding access to the practice please contact reception.

## appointments

Smart Smiles Ystrad Mynach has a cancellation policy to ensure smooth booking of appointments and to enable for our time to be used efficiently.

It is practice policy that you give 2 working days' notice to cancel appointments. This is to enable us to re fill the now vacant slot and offer the appointment to someone else. For appointments of 30 minutes or longer we would prefer even longer notice. We understand that occasionally illness or emergencies occur and you may not be able to give as much notice in those instances. Time is reserved in our schedule for you and ask that you are considerate when needing to alter an appointment. NHS patients who fail or cancel late 2 or more appointments will not be offered any further appointments at this practice. For all other patients a fee may be charged if you are unable to give adequate notice of cancellation or fail to attend an appointment. Prompt attendance is appreciated, we realise this is not always possible. We will try to keep to time and would hope you can help us do this by attending on time too.

## treatment

We do our best to ensure your dental care meets your individual needs and will discuss the proposed treatment and treatment options with you, giving you time to ask questions and consider the alternatives. You will receive a written estimate of treatment and costs.

## nervous Patients

Fear of dentists is something that we at Smart Smiles Ystrad Mynach are very aware of. Many people are so anxious of visiting a dentist that their teeth and gums deteriorate as a result.

We offer a warm welcome to nervous patients. With modern dentistry there are many techniques that we can use to help make your visit more pleasant. You have no need to be embarrassed about any problems you may have with your teeth, we will always have seen someone with greater problems than yours.

## payment

After each appointment we will ask you to ensure that there are no charges outstanding and if you are booking your next appointment a small deposit towards that appointment is required. Where laboratory work is involved the full cost needs to be paid in full at the 'impression' appointment.

We accept Cash or Credit/Debit cards.

Dentistry can be made more affordable through our interest free credit facilities and low cost credit terms (we are licensed credit brokers).

If you would like a free consultation to discuss any aspect of dentistry or dental care, please phone and ask for Chynna, our Treatment Coordinator.

## comments and complaints about our service

Your comments and questions are always welcomed and we will be pleased to discuss any problems that you may have. You may leave comments on your medical history form and we have a suggestion box in reception. We are committed to identifying any areas in which we can improve.

We operate a practice complaints procedure, for all patients Denplan, Private and NHS. Our system meets national criteria. Details of our practice complaints procedure are available on request at reception or you may pick up a leaflet in the waiting room.

## confidentiality and patient information

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy. Staff with access to your records are detailed overleaf in 'our team'.

If you would like a copy of our confidentiality or data protection policy please ask reception. Written requests for personal information may be sent to the practice or emailed to [care@smartsmls.co.uk](mailto:care@smartsmls.co.uk). Our Freedom of Information Act for NHS services publication scheme details how other information can be obtained. Please ask any of the team at reception for more details.

## abusive or violent behaviour

Please treat our staff courteously, they will do their best to help meet your needs. If a patient is abusive or violent to any staff, treatment will be discontinued and the police and or AB university Health Board informed.