



Welcome to Porthcawl Dental Care.

34 Victoria Avenue
Porthcawl
Bridgend
CF36 3HG

Contact Information

Telephone: 01656 783217
Website: porthcawldental.co.uk
Email: porthcawldental@outlook.com

Thank you for choosing Porthcawl Dental Care. We are committed to providing high-quality NHS dental care in a safe, welcoming, and professional environment.

Contractor Name:

Porthcawl Dental Care

Dental Team

The following professionals provide services under our NHS contract:

Name	Position	Qualification	GDC
Eifion Roberts	Dentist	BDS Cardiff 2015	203768
Hywel Price	Dentist	BDS University of Wales 1991	66601
Frances Evelegh	Dentist	BDS University of Plymouth 2020	289278
Jagroop Sandhu	Dentist	BDS University of Bristol 2017	271407
Sophie Price	Dental Hygienist	Diploma in dental hygiene Cardiff 2023	310415
Katie Jordan	Dental Hygienist	Diploma in dental hygiene University of Wales 2005	6739
Sylvia Barnes	Practice Manager		
Jo Harvey	Practice manager	National certificate NEBDN 2011	218672
Leah Thomas	Dental Nurse / Receptionist	Diploma in dental nursing level 3 QCF city and guilds 2022	305420
Sharon Humphries	Dental Nurse	National certificate NEBDN 2003	30266
Erin Czajkowski	Dental Nurse	National diploma in dental nursing NEBDN 2003	312489
Anna Jones	Dental Nurse	NVQ L3 dental nursing & VRQ L3 Dental nursing city and guilds 2010	193678
Eden Tuttle	Dental Nurse	Diploma in dental nursing L3 QCF City and guilds 2018	275508

Teaching and Training

Porthcawl Dental Care does not participate in the training and supervision of dental students, foundation dentists, dental nurses, hygienists, therapists, or other healthcare professionals.

Access for Disabled Patients

The practice premises:

The practice has the following arrangements in place

- Ramp access into the premises
- Ground floor treatment rooms
- Hand rails in place
- Referral to accessible dental facilities

Please contact reception if you have specific access requirements.

How to Register or Request Services

Patients may request NHS dental services by:

- Contacting the practice by telephone
- Visiting reception during opening hours
- Completing an online enquiry with the dental Access portal

Acceptance of new NHS patients is subject to availability and NHS contractual capacity.

Choice of Practitioner

Patients have the right to express a preference for a particular dentist or dental care professional.

We will make every reasonable effort to accommodate such requests, although this cannot always be guaranteed.

Please inform reception staff when making an appointment if you have a preferred practitioner.

NHS Services Available

Services available under our NHS contract include:

- Dental examinations
- Diagnosis and treatment planning
- Preventive dental care
- Oral health advice

- X-rays where clinically necessary
- Fillings
- Root canal treatment
- Crowns and bridges where clinically indicated
- Dentures
- Extractions
- Emergency dental treatment

Some treatments may not be available under NHS regulations and may be offered privately. Costs and options will always be discussed with you before treatment begins.

Surgery Opening Hours

Day	Opening Hours
Monday	8.30 – 17.30
Tuesday	8.30 – 19.00
Wednesday	8.30 – 15.30
Thursday	8.30 – 15.30
Friday	8.30 – 12.30
Saturday	Closed
Sunday	Closed

Opening hours may vary on public holidays.

Out-of-Hours Emergency Dental Care

If you require urgent dental care outside normal surgery hours, advice is available on our answer machine on 01656 783217

Emergency Dental Service:

For emergency dental care after 17.30 on weekdays, weekends and bank holidays
Please call - 0300 123 5060

Responsibility for Out-of-Hours Services

Where out-of-hours services are not provided directly by this practice, responsibility for commissioning these services rests with the Local Health Board.

NHS Advice Services

NHS 111 Wales - Telephone: 111

Online advice:

<https://111.wales.nhs.uk>

NHS 111 Wales can provide advice on urgent dental problems and access to emergency dental services.

Comments, Concerns and Complaints

We welcome comments and suggestions to help improve our services.

If you are dissatisfied with any aspect of your care, please speak to a member of staff or contact:

Practice Complaints Manager:

Sylvia Barnes / Jo Harvey

Address:

Porthcawl Dental Care

34 Victoria Avenue

CF36 3HG

Telephone:

01656783217

Email:

Porthcawldental@outlook.com

We operate a formal complaints procedure and aim to investigate complaints promptly and fairly.

Patient Rights and Responsibilities

Patients have the right to:

- Receive care in a safe environment
- Be treated with dignity and respect
- Receive information about treatment options
- Give informed consent to treatment
- Access their personal information in accordance with applicable legislation

Patients are responsible for:

- Attending appointments on time
- Providing accurate information about their health
- Treating staff and other patients with respect
- Following agreed treatment plans
- Giving adequate notice when cancelling appointments

Repeated failure to attend appointments may affect future access to services.

Violence and Abuse Policy

The practice operates a zero-tolerance policy.

Violent, threatening, abusive, discriminatory, or offensive behaviour towards staff, contractors, patients, or visitors will not be tolerated.

Where appropriate, the practice may:

- Require the patient to leave the premises
- Contact the police
- Remove the patient from the practice list
- Take any other action permitted under NHS regulations and the practice contract

Patient Information and Confidentiality

We are committed to protecting your personal information.

Patient information may be accessed by:

- Dentists and dental care professionals involved in your care
- Administrative staff who require access for operational purposes
- NHS Wales organisations involved in commissioning, monitoring, and quality assurance
- Other healthcare professionals involved in your treatment, with your consent where appropriate

Information is processed in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- NHS Wales confidentiality requirements

Patients have rights to:

- Access their records
- Request correction of inaccurate information
- Request information about how their data is used
- Make complaints regarding data handling

Please ask reception for a copy of our Privacy Notice.

Local Health Board Information

Cwm Taf Morgannwg University Health Board

Address:

Headquarters
Ynysmeurig House
Navigation Park
Abercynon
CF45 4SN

Telephone - 01443 744800

Website - <https://ctmuhb.nhs.wales>

Information regarding NHS dental services in the area may be obtained from the Local Health Board.

Equality and Diversity

We are committed to providing services that are fair, accessible, and inclusive to all patients regardless of age, disability, gender, race, religion, sexual orientation, or other protected characteristics.

Practice Policies Available on Request

The following policies are available upon request:

- Complaints Policy
- Privacy Notice
- Infection Prevention and Control Policy
- Equality and Diversity Policy
- Safeguarding Policy
- Zero Tolerance Policy

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