

Our Practice and the treatments available

Smile Solution offers a welcoming and friendly environment and uses the most up-to-date orthodontic equipment and materials. The practice is led by our specialist orthodontists who are registered with the General Dental Council's list of accredited orthodontic specialists. We monitor treatment results to ensure that excellent standards of care are maintained for our patients.

We regularly audit our practice to seek the views of our patients about the quality of care provided and we also have a suggestion box for the same purpose.

We offer NHS treatment for eligible children using conventional braces. Adults are treated privately with a variety of more discreet braces. (This service is also available for children.)

Regulatory Bodies

We are regulated by the General Dental Council and Healthcare Inspectorate Wales. Please let us know if you are not happy with any aspect of your care and we will do our best to meet your needs.

Complaints

Complaints can be made in writing to the Practice Manager and our complaints policy is available from reception.

If you are not satisfied with our response, you can complain to the **NHS**- Putting Things Right Team:

ABHB@Wales.nhs.uk or phone 01495 745656 or write to Judith Paget, ABHB, St Cadoc's Hospital, Caerleon, Newport NP8 3XQ. For **private patients** complaints contact Health Inspectorate Wales (HIW), Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ, Tel. 03000628163 or www.hiw.org.uk OR

General Dental Council, 37 Wimpole Street, London W1G 8DG. Email info@dentalcomplaints.org.uk. Telephone 0208 2530800

Access to Patient Information

NHS information is disclosed to the Aneurin Bevan Health Board, NHS Business Services Authority, Department for Work and Pensions and HM Revenue & Customs.

Information may also be shared with your dentist and relevant healthcare professionals.

Patients are protected under our data protection and confidentiality policies.

Missed Appointments - Missing an appointment wastes time and resources which are needed for other patients. Missed appointments will be recorded as **Failed to Attend**. If, for any reason, you miss an appointment we may contact you by phone or letter to ensure a new appointment is arranged. Patients missing more than 1 appointment may be discharged where there is no reason given. This is a part time practice and there is limited availability of appointments. Private patients may be charged for missed appointments.

Late Arrivals – Whilst every effort is made to see all patients, if you arrive late for your allotted appointment, it will be regarded as a missed appointment and marked as **Failed to Attend**. This avoids making other patients wait.

Late Cancellations – Please provide us with as much notice as possible if you must change or cancel your appointment. We require whenever possible 24 hours' notice. This will enable us to reschedule our list and perhaps see someone in need of emergency treatment care.

Appliances require adjustment every 6-12 weeks. This will involve loss of time from school or work. This should be taken into consideration before commencing treatment.

Travelling can become onerous given the number of visits necessary for orthodontic treatment. It is therefore advised that you seek treatment with an orthodontist near your home, school or workplace

Smile Solution Ltd
6A St Mary's Arcade
Chepstow
Monmouthshire
NP16 5EU

Tel 01291 628954

Email reception@smilesolution.co.uk
www.smilesolution.co.uk

Commissioning body:
Aneurin Bevan Health Board
Headquarters
Lodge Road, Caerleon,
Newport NP18 3XQ
Tel 01633 436700
Email: enquires.abb@wales.nhs.uk

The ABHB is responsible for the provision of primary dental services in this area.

Registered Manager: Linda Roberts
Email: linda.roberts@smilesolution.co.uk

**We now send appointments reminders
and welcome correspondence by e-mail**

Staff

Smile Solution Directors/Specialist Orthodontists:

Suzanne Barlow

BDS (King's College London), FDS RCS (England), MSc (King's College London) M Orth RCS (England) GDC number 66134
Qualified as an orthodontist in 1999. Suzanne is a founding partner and director of Smile Solution.

David Heads

BDS (Newcastle), MJDF RCS ((England), MSc (Birmingham), MOrth RCS (England) GDC number 113619
Qualified as an orthodontist in 2015. David became an associate with Smile Solution in 2015.

Helen Leach

BDS (Guy's and St Thomas's Hospitals, London), FDS RCS (Edinburgh), MSc (Bristol), M Orth RCS (Edinburgh)
GDC number 67522
Qualified as an orthodontist in 1999 and is a founding partner and director of Smile Solution

Orthodontic therapist:

Louise Payne

NEBDN Dip Ortho. Therapy GDC number 128393
Louise qualified as an orthodontic therapist in 2012

Nursing Staff

Mani Silva NEBDA 2009, GDC number 129618
Linda Roberts NEBDN 1984, GDC number 111270

Practice Manager

Linda Roberts Cert DPM, NEBDN

All our staff undertake continuing professional development, have regular appraisals and appropriate training is undertaken for development purposes.

How to request orthodontic treatment

NHS orthodontic treatment is provided on referral from your dentist. Self-referrals can be made for private treatment but ideally a referral is made by your dentist.

Patients will be allocated to the orthodontist with the shortest waiting time unless a preference is expressed by the patient.

Orthodontics involves managing the development of the teeth, straightening teeth and correcting the bite. Both children and adults can have orthodontic treatment. At your first visit, the orthodontist will examine your face, mouth and teeth. Photographs, impressions and x-rays may be taken if necessary. No actual treatment will be carried out. If treatment is needed, we will explain your options. Successful orthodontic treatment needs not only a good orthodontist, but co-operation from the patient too. Your orthodontist will listen to what you want from treatment and discuss your treatment plan with you. Sometimes extractions are necessary which are undertaken by your dentist.

Treatment Costs

Your orthodontist will provide a written treatment plan with treatment costs. Children under the age of 18 do not pay for NHS treatment. Private Patients can pay by major credit and debit cards, or there is an interest free payment plan available. Appliances which are lost or broken beyond repair will incur a cost for replacement (including NHS appliances).

Breakages

You must be careful about what you eat: if you eat hard foods, chew pens, nails etc the brace is likely to break. If this repeatedly occurs, then your treatment may be discontinued

Oral Hygiene

It is very important to keep the teeth and brace clean – if oral hygiene deteriorates the teeth can be irreversibly damaged. Your treatment may be discontinued if this occurs.

Abusive or violent behaviour

This will not be tolerated – an abusive patient will be refused treatment and asked to leave the premises.

Disabled Access/Privacy

We are keen to accommodate all patients. If you have mobility, sight or hearing difficulties, or any other special needs, please let us know. Our premises do not have suitable access for the disabled, but arrangements have been made with a local surgery with ground-floor access to see our patients there if necessary.

If you need to speak to someone confidentially, let our receptionist know and this can be arranged in a more private area.

David Heads

Monday & Tuesday
8.00am – 12.30pm 1.30pm – 4.30pm

Suzanne Barlow

Thursday
11.00am – 1.30pm 2.15pm -6.00pm

Louise Payne

Alternate Fridays
8.00am – 12.00pm 12.45pm – 3.00pm

Helen Leach:

Every fourth Wednesday 9.45am – 1.45pm

Where are we?

From St Lawrence roundabout take the A48 to Gloucester Go downhill to St Mary's Church. Avoid signs to town centre

Turn left into St Mary's car park in front of church

Walk towards town centre (Tesco behind you)

Enter St Mary's Arcade

The practice is on the left above Badman's the jewellers
Access via steel stairs to right of jewellers. Please ring the surgery if you have difficulty with stairs.

Transport

Bus numbers 63, 65, 69, 73, 74, 755, 761, C1, C2, C4 and C5 serve Chepstow.

Chepstow Station is on the Gloucester to Newport line.

Parking is available as pay and display and a small amount of free parking in car parks nearby.

Appointment Times and Cancellations

A large proportion of our patients are children and appointments out of school hours are not always possible. Our receptionists will do their best to find convenient times, but please understand that flexibility over when you can attend helps us to arrange an appointment within the timescale you need. If you need to cancel an appointment, please let us know well in advance so that we can plan our time effectively. We have allotted times in our appointment book to see patients who have an emergency. These slots will be the only times offered to you in the event of an emergency appointment.

Emergencies and out of hours arrangements

If you are having problems with your brace, please let us know as soon as possible, so that we can advise you whether an urgent appointment is needed. If a broken brace is causing serious pain out of practice hours, then please phone the emergency clinic on 01633 744387 or www.nhsdirect.wales.nhs.uk.