SMILE SOLUTION

The Straight Teeth Specialist

Tel: 01291 628954
6a, St. Mary's Arcade, Chepstow, NP16 5EU
Chepstow.smilesolution@portmandentex.com

WELCOME Smile Solution - specialist NHS and private orthodontic practice.

We provide:

- NHS orthodontic treatment for eligible patients under 18 years.
- Private orthodontic treatment for children and adults.
- Fixed braces and discreet orthodontic options.
- Whitening

OUR CLINICIANS

Specialist Orthodontists

- **Dr Thamesh Kerai** – BDS (Hons), FDS RCS, MClinDent, MOrth RCS • **GDC 259210**
- **Dr Helen Leach** – BDS (Hons), FDS RCS (Ed), MSc, MOrth RCS (Ed) • **GDC 67522**

Orthodontic Therapists

- **Abby Staples** – NEBDN Dip Orthodontic Therapy • **GDC 259751**
- **Sarah Manley** – NEBDN, Orthodontic Therapist • **GDC 218479**

Registered Manager

- Marie Jovanovic • **GDC 279256**

Marie.jovanovic@portmandentex.com

OPENING HOURS

Monday & Tuesday
8:00am–12:30pm | 1:00pm–4:00pm

Alternate Wednesdays
8:00am–12:30pm | 1:15pm–4:00pm
or
9:00am–1:30pm | 2:15pm–5:00pm

Thursday
11:00am–1:30pm | 2:15pm–6:00pm

Friday
8:00am–12:00pm | 12:30pm–3:00pm

YOUR APPOINTMENTS

First Appointment

Your first visit usually includes:

- Examination of your teeth and bite. Photographs, X-rays or scans if required.
- Discussion of treatment options.
- Opportunity to ask questions.

Treatment does not usually begin at this appointment.

During Treatment

- Attend appointments every 10–12 weeks.
- Keep your teeth and braces clean.
- Avoid hard or sticky foods.
- Follow advice from your orthodontic team.

If extractions are required, these will usually be arranged with your general dentist.

Changing an Appointment

Please give **at least two working days' notice** if you need to cancel or rearrange.

Missed appointments are recorded as **Failed to Attend (FTA)**. Repeated missed appointments may result in discharge from treatment.

FEES & PAYMENT

Private patients receive a written treatment plan and full estimate before treatment begins.

Payment can be made by:

- Debit or credit card
- V12 Finance (subject to eligibility)

NHS orthodontic treatment is free for eligible patients under 18 years. Private fees are available on our website.

Website: www.smilesolution.co.uk

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CONSENT

Before treatment starts we will:

- Explain your treatment options.
- Discuss benefits and any risks.
- Answer your questions.
- Obtain your informed consent.

You are encouraged to ask questions at any stage of your treatment.

Privacy & Medical Records

Your personal information is managed securely in accordance with UK data protection legislation.

Information may be shared, where appropriate, with:

- Your general dentist
- Other healthcare professionals involved in your care
- NHS organisations responsible for funding or managing services

You have the right to request access to your dental records.

Infection Prevention

We follow national infection prevention and cross-infection control guidance. All instruments are cleaned and sterilised, and appropriate personal protective equipment is used during your care.

Accessibility

Please let us know before your appointment if you require additional support, including mobility, hearing, vision or communication assistance.

Where appropriate, appointments can be arranged at a nearby accessible ground-floor location.

If you would like to speak privately, please ask a member of our reception team.

Respect

We are committed to providing a safe and respectful environment. Abusive, threatening or violent behaviour towards patients or staff will not be tolerated.

Feedback & Complaints

We welcome your feedback.

If you have any concerns, please speak to our Practice Manager.

If your concern cannot be resolved:

NHS Patients Putting Things Right Team
Aneurin Bevan University Health Board
Email: ABHB@wales.nhs.uk
Tel: 01495 745656

Private Patients Healthcare Inspectorate Wales (HIW)
Tel: 0300 062 8163

You may also contact the General Dental Council (GDC) or the Dental Complaints Service where appropriate.

Emergency Care

For urgent dental problems outside normal opening hours, contact the NHS Emergency Dental Service:

01633 744387
