

## Cosmetic dentistry

At the practice we offer a wide range of treatment options to help you to achieve the smile you've always wanted.

In addition to tooth whitening, tooth-coloured fillings and veneers, we offer minimally invasive braces which quickly and discreetly move teeth into a naturally aesthetic position.

We are proud to offer CEREC, a digital CAD/CAM way of producing crowns. We also offer anti-snoring devices proven to help reduce snoring and improve the quality of sleep.

## Comments – compliments - complaints

We are happy to consider any suggestions you may have that would improve the service we provide.

Comments and compliments are always welcome. We also operate a Practice Complaints Procedure for dealing with complaints which adheres to National Criteria. Our Receptionist, Susan Clarke, will give you further information and a leaflet giving details of the procedure is available from Reception.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

All staff members have access to your information but we will never pass it on without your explicit consent.

If you are not happy with the way in which your complaint is handled then you may contact: Health Inspectorate Wales, Rhydycar Business Park, Merthyr Tydfil CF48 1UZ.

## Emergency cover

Denplan patients have emergency cover for dental emergencies - for full details please ask at the practice or go to their website [www.denlan.co.uk/patients](http://www.denlan.co.uk/patients).

If you are not a registered Denplan patient, in-hours emergency treatment is £285, while out-of-hours emergency treatment is £425.

## How to find us

Llandovery is a market town in Carmarthenshire, Wales, lying on the River Tywi and the A40/A483 roads. The town is served by Llandovery railway station, where there is a park and ride to Llanelli and Shrewsbury via the Heart of Wales Line.

We also have a dental practice in Llandeilo and Carmarthen which may be closer to you.

## Opening Hours

Monday	9.00am - 5.00pm
Tuesday	9.00am - 5.00pm
Wednesday	9.00am - 5.00pm
Thursday	8.30am - 4.00pm
Friday	8.30am - 3.00pm

Appointments outside these hours are available through prior booking.

## Address

Llandovery Dental Practice  
22 Stone Street | Llandovery |  
Carmarthenshire | Dyfed | SA20 0JP  
01550 720 500  
[www.llandoverydentists.co.uk](http://www.llandoverydentists.co.uk)

## Second Site

Llandeilo Dental Practice  
18 Carmarthen Street | Llandeilo  
Carmarthenshire | SA19 6AE  
01558 823 658  
[www.llandeildentists.co.uk](http://www.llandeildentists.co.uk)

## In an emergency

Ring		01550 720 500
Away from home:	UK	0800 844 999
	Abroad	+44 (0) 1962 844999

**Denplan** from  **Simplyhealth** Professionals

Denplan Ltd trading as Simplyhealth Professionals, Simplyhealth House, Victoria Road, Winchester, SO23 7RG, UK. Tel: +44 (0) 1962 828 000. Fax: +44 (0) 1962 840 846.

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# A warm welcome

**llan  
doverly**  
dental practice



**Denplan** from  **Simplyhealth** Professionals

## A warm welcome

Inside this leaflet you will find information about the services and treatments we offer, our team and how to contact us in an emergency. Please do get in touch with us at any time if you have any questions you'd like to ask us.

## About the practice

Llandoverly Dental Practice opened its doors in February 2014. Since moving in we updated the practice, previously known as the Llandoverly branch of "Deintyddfeydd Dyffryn Tywi Valley Dental Surgeries" formerly operated by Dr Rhys Ap Delwyn Phillips (RAD Phillips). We have fitted out the surgeries with the most up-to-date equipment and technology in order to provide our patients with the best possible treatment. We have created a warm, welcoming waiting room with complimentary tea and coffee offered to all our patients on arrival. The practice has disabled access, with all surgeries located on the ground floor.

## Denplan

We're delighted to offer monthly payment plans from the UK's leading dental payment plan specialist - Denplan. A dental payment plan helps you to budget for your dental care and supports a preventative approach to oral healthcare. Denplan provides you with an easy way of spreading the cost of your routine preventative and restorative dental treatment.

We offer plans to suit most budgets and we will assess your individual requirements and put together an oral care plan just for you. Worldwide dental injury and dental emergency cover (Supplementary Insurance) is included in the Denplan payment plans and gives added comfort that, if you need eligible emergency dental treatment at home or abroad, it will be covered (terms and conditions apply).

For more information please ask a member of the practice team for a copy of the Denplan literature or visit [www.denplan.co.uk](http://www.denplan.co.uk)

## Our promise

We will frequently ask our patients how we are doing both verbally and via written questionnaires.

You can be safe in the knowledge that arrangements are in place for the continued professional development of all staff.

## What is the Denplan Excel Certification Programme?

We are delighted to have become a Denplan Excel practice after months of hard work and assessment. It recognises our commitment to customer relations and high clinical standards. The programme, developed by Denplan, was the first to be approved by the Patients Association and helps dentists to develop better relationships with their patients through good communication and quality care.

By joining the Denplan Excel Certification Programme we are embarking on a process of continual quality improvement within our practice. You'll have a visible sign of our commitment to quality – a sign that proves to our practice team, our patients, fellow dentists and the general public that we have reached the high standards set up the programme.

Not only will we be demonstrating that the quality of care, treatment and service we provide is among the best available, you will also be safe in the knowledge that our practice exceeds standards of clinical governance, statutory requirements and industry best practice recommendations.

## Looking after your teeth

Remember - you only get one set of adult teeth but by taking good care of your teeth and gums, you're more likely to keep more of your adult teeth for life. This means that you'll maintain the same ability to eat and drink, and be able to show off a healthy, natural smile.

You can work easily with your dental team to take care of your teeth throughout the whole of your life. Simple things like taking a few minutes of your time everyday to brush and clean between your teeth can really make a difference in reducing the daily damage that can be done to your mouth and general health, as a whole.

Regular visits to your dental team can then help you to identify any factors that could place your dental health at risk, allowing you to make small changes to your lifestyle to combat this, and stop dental problems before they start.

Keeping your mouth healthy relies on regular professional advice and guidance, along with an effective home care routine. This combined preventive approach focuses on keeping teeth and gums healthy for life and reduces the likelihood of needing expensive, complex, and possibly painful dental treatments or emergency care in the future.

**We ask you to please give us at least 24 hours' notice if you are unable to keep your appointment with us. Two failures of this in any 12 month period will result in erasure from the practice.**

## Meet the team

### Dentists

#### Adam Llewelyn

**Principal Dentist, Registered Manager and Provider**  
(BDS hons Wales) GDC no. 176447

#### Tom Bysouth

**Associate Dentist** MFDS RCPS (Glas) DPDS (Bris)  
(BDS hons Wales) GDC no. 176588

#### Rachel Mills

**Associate Dentist** (BDS Leeds) GDC no. 283942

#### Caryl Morris - Cymraeg (Welsh Speaker)

**Associate Dentist** (BDS Liverpool) GDC no. 309031

### Dental hygienist

#### Lyndsey Jenkins

**Dental Hygienist** - (Dip. Dent Hygiene) Cymraeg  
(Welsh Speaker) GDC no. 6338

### Dental Therapist

#### Catrin Hâf Jones

**Dental Therapist** - BSc Dental Hygiene and Dental Therapy -  
Catrin Hâf Jones GDC no. 281556

### Dental nurses

#### Susan Clarke - Cymraeg (Welsh Speaker)

**Practice Manager / Dental Nurse / Receptionist**  
GDC no. 128136

#### Amber Price - Cymraeg (Welsh Speaker)

**Registered Dental Nurse** GDC no.286916

#### Annis Wigley - Cymraeg (Welsh Speaker)

**Registered Dental Nurse** GDC no. 315722

#### Kimberley Ashman

**Registered Dental Nurse** GDC no. 269448

#### Kristina Williams - Cymraeg (Welsh Speaker)

**Registered Dental Nurse** GDC no. 296235

#### Dina Andrada Ralea

**Registered Dental Nurse** GDC no. tbc

### Trainee dental nurse

#### Kerry Gretton - Cymraeg (Welsh Speaker)

**We operate a zero tolerance policy of violence or abuse to staff.**