

# The Team

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Anna Davies BDS PDDS MFGDP  
(Wales 2003) GDC. 82418  
Dentist



Osian Davies BDS  
(Wales 2002) GDC. 80760  
Dentist



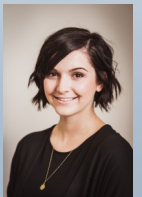
Heather Lewis CED  
GDC. 2430  
Certified Dental Hygienist



Claire Eveleigh  
GDC. 138464  
Dental Nurse



Rebekah Seymour  
GDC. 253323  
Registered Practice Manager



Elise Runchman  
GDC. 249618  
Reception Manager

*All staff at Wellwood Dentistry carry out regular training to ensure they are competent in their role whilst meeting standards set by the General Dental Council and Health Inspectorate Wales.*

# Opening Hours

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Monday: 9am—7pm  
Tuesday: 8am—4pm  
Wednesday: 9am—5pm  
Thursday: 8am—6pm  
Friday: 9am—4pm  
Weekends: By arrangement

The practice is closed between 1pm-2pm for lunch everyday. Urgent treatment will be provided on the day whenever possible. We will keep protected time slots each day to ensure we can provide treatment for patients on an urgent basis as soon as we can. We will also offer advice by telephone for any patient who is unable to attend the practice on the day. We will offer our own emergency cover and patients can contact us by telephone outside of working hours. We have a cloud-based phone system installed which means that we can divert calls to a mobile number/ another phone number.

# Contact

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Wellwood Dentistry & Aesthetics  
5 Cornerswell Road  
Penarth  
Vale of Glamorgan  
CF64 2UW

02922404080  
[reception@wellwooddentistry.co.uk](mailto:reception@wellwooddentistry.co.uk)

# Wellwood Dentistry & Aesthetics

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# Welcome

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Thank you for choosing Wellwood Dentistry as your dental practice.

This leaflet is here to tell you all about our practice. Should you have any further questions, please do not hesitate to speak to Osian or Anna Davies on 02922 404080 or [reception@wellwooddentistry.co.uk](mailto:reception@wellwooddentistry.co.uk), who will be able to assist you.

The practice provides high quality dental care to the local community. We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care. We provide treatment on a private basis, including cosmetic dentistry to improve your smile. For further information on our full range of services, please contact Osian or Anna Davies.

If you would like to make an appointment, please telephone the practice and we will be pleased to arrange a convenient time for you.



## Confidentiality

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We take patient confidentiality extremely seriously at Wellwood Dentistry and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law.

We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact please ask at reception.



## Appointments

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You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.

We would strongly encourage our patients to attend regularly to achieve or maintain good oral health. We will undertake a Dental Care assessment during your first appointment to ascertain and agree your treatment needs. The following languages are spoken at the practice: English and Welsh.

We endeavour to see all patients and our practice has been designed so patients with disabilities can access care.

If you do have any disability that you think we need to know about, please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

Missing appointments wastes time and resources that are required for other patients. Our practice policy is that if, on more than one occasion, patients cancel with less than 24 hours' notice or do not attend an appointment, then we will no longer be able to offer treatment. We will of course take any special circumstances into account. We may still be able to offer private dental care, but will require a non-refundable deposit

## Feedback

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At Wellwood Dentistry we pride ourselves on offering a high standard service to our patients, we welcome feedback which can be left via email or on our google review page.

Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities

### Complaints procedure

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or comments, please contact Osian or Anna Davies on 02922 404080 or [anna@wellwooddentistry.co.uk](mailto:anna@wellwooddentistry.co.uk) who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from reception. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make, and we respond to patients' concerns in a caring and sensitive way. A copy of our complaints policy is available on our website and in practice. We will acknowledge patient complaints in writing and enclose a copy of our code of practice as soon as possible, normally within two working days. We will offer to discuss the complaint at a time agreed with the patient and confirm how the patient would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will seek to investigate the complaint within four weeks and, as far as reasonably practicable, we will keep the patient informed as to the progress of the investigation.

