

Statement of Purpose

Aims: To provide high quality dental care and prevent dental disease in a relaxed safe environment. We aim to understand our patient needs and help patients come to decisions in regard to their care with accurate advice and information. We will ensure the dental team have the right skills to take care of our patients. We will ensure a safe non-discriminatory environment and expect patients to treat staff with respect and work with us.

Dr Jennifer Berndt is the sole contract operator, the practice is not run as a limited partnership. We will soon hope to become a dental training practice. All staff regularly attend core training and development to ensure G.D.C and patient's standards are met.

All staff receive appropriate training for the roles they undertake. Courses are provided In-House or by an approved training provider ensuring all staff are kept up to date in their roles maintaining GDC Standards.

We ensure that all staff undergo the appropriate pre-employment checks to ensure the safety of all patients.

We do not provide domiciliary care for patients. The practice does not have disabled access. We are happy to refer patients on to alternative facilities. Patients who require disabled access can ring the practice for further information; 01792 472248

Complaints

If you are unhappy with any of the service you have been provided with, the practice would welcome your comments. You can speak to the Practice Manager informally either in person or over the telephone. You may be advised to put your complaint in writing so it can be dealt with formally. You can also contact the Local Health Board in writing or over the phone and speak to a complaints officer who can give you advice.

Complaints Officer
SBUHU

1 Talbot Gateway
Balgan Energy Park
Port Talbot
SA12 7BR

ABM.complaints@wales.nhs.uk
01639 683363/683316

The Dental Complaints Service has been set up to assist private dental patients and dental professionals resolve complaints about private dental services. To seek their help with a dental complaint, telephone 08456 120540 in office hours (Monday to Friday 9am – 5pm)
E-mail: info@dentalcomplaints.org.uk or
Complete a form via their website
www.dentalcomplaints.org.uk

You can also contact Healthcare Inspectorate Wales (HIW) who is the independent inspectorate and regulator of all healthcare in Wales by calling 0300 0628163.



Patient Information

24 Uplands Crescent

Swansea

SA2 0PB

01792 472248

crescentdentaltd@gmail.com

Opening Hours

Mon – Thurs 8am - 5.00pm

Fri 8am - 4:30pm

Telephones 8am – 5.30pm

Closed 1pm - 2pm

For out of hours urgent care, call NHS Direct on 111 or Practice Plan out of hours on 0808 169 8117

RESPONSIBLE PERSON: DR JENNIFER BERNDT
REGISTERED MANAGER: DR JENNIFER BERNDT

MARK WATERS BDS 2000 CARDIFF
AIMEE JONES BDS 2006 CARDIFF
JENNIFER BERNDT BDS 2016 DUNDEE
CATHERINE WILLIAMS BDS 2014 BRISTOL
DR AISLING HICKS BDS 2022 BRISTOL
ELI PESARIO DENTAL HYGIENIST NATIONAL
CERTIFICATE NEBDN 2008

Patient Rights and Responsibilities

We like to ensure our patients are happy with the service we are providing, we appreciate all feedback given so we can strive to improve our service. We have feedback forms available from reception for patients to offer feedback and suggestions. A patient survey is completed once a year for the practice to improve according to patient needs.

As a new patient you will be given a full examination. If your dentist informs you that you require further treatment you will be given a written treatment plan which will detail the treatment proposed and the total cost of all the treatment.

It is not always possible to see patients if they turn up later than their designated appointment time, so we ask our patients to keep to the time they have been allocated. It is a patient's responsibility to ensure they attend their appointment. As a courtesy we do try to contact patients prior to their appointment to confirm their attendance however this is not always possible.

You can express a preference about which dentist you wish to see, we will make reasonable efforts to ensure your request is met, but it may not always be possible. Please inform the receptionist when booking your appointment any preference you may have.

We take patient confidentiality extremely seriously at Crescent Dental Ltd 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 ask at reception.

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.

If patients fail 2 appointments they may be deregistered from the practice.

Charges for NHS dentistry

- If you are exempt from NHS dental charges, you will receive free treatment and care.
- If you pay for NHS dental treatment, there are three standard charges.
- You pay one charge even if you visit more than once to complete a course of treatment.
- The amount you pay will depend on the treatment you need.
- Information on NHS dental charges and exemptions can be found at <https://www.gov.wales/nhs-dental-charges-and-exemptions>

Eli Pesario is the Practice Hygienist, he currently sees patients privately for oral hygiene treatment. Standard Scale + Polish starts from £60.00 following referral from your dentist

If you wish to make an appointment please speak to one of the Practice Receptionists.

	Private Fee	Fee with Practice Plan Discount
Routine examination	£60	Included
Emergency appointment	£80	Included
Radiographs	£7.50 each	Included
Scale & Polish Comprehensive Periodontal Treatment	£60 From £240	Included From £150
Amalgam Filling Composite Filling	From £45 From £90	From £40 From £80
Extractions	£75	£60
Root Canal Treatment: Incisors/Canine Molars	£200 £300	£180 £270
Aesthetic ceramic Crown/Inlay/Onlay Post Core	£420 £60	£370 £54
Veneer Resin-retained Bridge Conventional Bridge	£420 £400 per tooth + £50 per wing	£370 £350 per tooth + £45 per wing
Acrylic (Plastic) Denture	£450 each or £600 for both	£400 each or £540 for both
Cobalt Chrome Denture Valplast flexi-denture	£600 £700	£540 £630
Night Guard Sports Gum Shield	£100 £90	£90 £80
Bleaching	£350	£315

Prices are general and not all treatments will be suitable for everyone. For more information please speak to your dentist.