

Housekeeping

Missed appointments are very inconvenient; they are a waste of time and resources, which could have been used for other patients. Our Practice Policy states that if, on more than one occasion, a patient cancels with less than 24 hours' notice or fails to attend two appointments, then we will no longer be able to offer NHS treatment.

Private appointments that are missed or cancelled at short notice (less than 48 hours) may incur additional fees; this will be applied to a patient account at the discretion of the treating Dentist.

Missed Hygiene Appointments or those cancelled at short notice (less than 24 hours) will be subject to the full Hygiene charge, with fines payable before the next appointment.

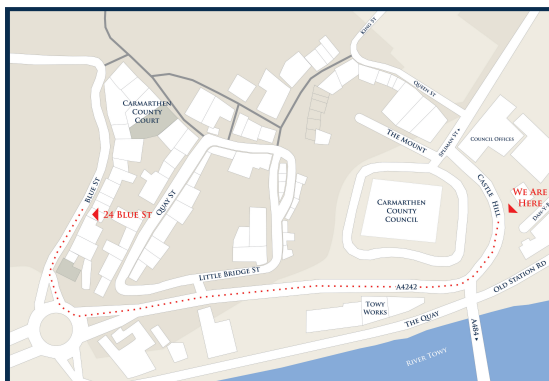
We endeavour to see all patients who wish to be treated here. We have disabled access to the surgeries via our staff entrance in the car park. Disabled patients may access the practice here through prior arrangement with our reception team.

If you have a 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 in place suitable arrangements to accommodate your needs. In the event that your particular needs fall outside of the scope of the facilities we are currently able to offer, we can refer you to a Community Dentistry Team.

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

We take patient confidentiality extremely seriously at the Practice and all personal information is treated in the strictest confidence. Only members of staff have access to patient information and we follow strict Information Governance guidelines. Our Data Protection policy is available on our website.

We accept cash and all major credit and debit cards (excluding American Express) as methods of payment at the Practice. We ask that our patients settle their bills promptly at the time of their appointment



Premises

Our surgery at Castle Hill, Carmarthen (SA31 1JW), is easily accessible on foot from Carmarthen bus and train stations, and from Old Station Road car park.

Unfortunately we are unable to provide on-site parking; please do not obstruct our car park as access is required 24/7 for deliveries and emergency vehicles.



HAYDENTAL

Carmarthen

Thank you for choosing Hayden Dental Carmarthen to provide your dental care, and welcome to our friendly, family-run dental practice.

We offer a full range of treatment options, from routine check-ups through to cosmetic treatments and on-site Dental Implants. Please have a look at our website for more information, and speak to your Dentists about any treatments you are considering or would like to know more about.

At Hayden Dental, we take a preventative approach to Dentistry; our dentists like to see you regularly for a check-up to pre-empt any future problems, and to help keep you pain-free and smiling. Our primary goal is to establish and maintain good oral health for you and your family.

Our Dentists, Hygienists and Nurses have a wealth of experience and pride themselves on their caring and understanding approach.

Our Opening Times

Monday 8:30am – 4pm
Tuesday 8:30am – 6pm
Wednesday 8:30am – 4pm
Thursday 8:30am – 6pm
Friday 8:30am – 4pm
Saturday & Sunday Closed

Our Clinicians

James Hayden BDS(Birm) MJDF RCS(Eng) GDC 112822
Teleri Rosie BDS (Wales) MFDS RCS(Eng) GDC 194514
Cerys Edwards BDS (Wales) MJDF RCS(Eng) GDC 194492
Alison Douch Registered Dental Hygienist GDC 2764

Our clinicians are all fully qualified, experienced and highly skilled professionals. Our patients may express a preference to receive services from a particular clinician, and we always endeavour to meet these preferences, within the limits of the services and clinicians available at a given time.

We have a highly experienced, efficient, and friendly team of support staff on site every day. Please ask a member of the team for any help, advice, or information you might need. Many of our team are bilingual, so if you would prefer to communicate in Welsh this is usually possible.

We are committed to:

Providing top-quality, patient-focused family dental care in a relaxed and friendly environment

Working preventatively - we aim to spot potential problems early so that we can act early, or give you the appropriate advice to avoid future pain or problems

Listening carefully to your requirements and needs and explaining your treatment options and the associated costs in advance

Excellent communication. Our Associate Dentists, Teleri Rosie and Cerys Edwards, as well as many of our nurses, speak Welsh, so please let us know if you would rather communicate in Welsh

Running on time wherever possible, and keeping you informed if there is an unavoidable delay

We ask you to:

Take good care of your teeth and heed our advice

Attend for regular check ups (at least once a year or as agreed with your Dentist)

Give us 48 hours notice (minimum 24hrs) if you need to cancel or rearrange your appointment(s)

Pay for your treatment as it is due and when requested

Give us feedback: let us know when you are happy, and what could be improved

Recommend us to your friends and colleagues, review us on Facebook and google and share our page



Emergency Advice

If you are a patient of the practice, have toothache and require an urgent appointment during the working week, please call us on 01267 236 091 as close to 8:30am as possible and we will do our best to fit you in on the day.

Outside of our opening hours:

For urgent advice up until 6:30pm, please call our on-call mobile on 07731 561 283. For urgent advice after 6:30pm, at the weekend, or on a bank holiday, please call NHS Direct on 0845 4647 for clinical and pain management advice. Help can be sought via this number 24 hours a day. Should you require an emergency appointment, this may be available via an out-of-hours service in your area commissioned by Hywel Dda Local Health Board.

You may also use the NHS Direct Wales online service at <http://www.nhsdirect.wales.nhs.uk>
If you have suffered trauma, bleeding or severe facial swelling you should attend the nearest A&E Department:
Glangwili General Hospital, Dolgwili Rd, Carmarthen SA31 2AF, Telephone: 01267 235 151

NHS Services

We have a limited number of NHS places at the practice.

Further information about local NHS dental services may be obtained from the NHS Wales Local Area Team (Dental) on 01437 834 440.

We will provide:

- a thorough examination of your mouth, teeth and gums
- a full explanation of your treatment options
- a written treatment plan (including costs) *
- information about NHS and Private charges displayed in the waiting room
- advice on how to keep your teeth and gums healthy
- information about this practice and the services available
- a care and treatment summary if you decide to transfer to another dentist
- make a complaint if you are not happy with your treatment and care

You are responsible for:

- giving at least 24 hours' notice if you have to cancel or change an appointment. If you miss 2 appointments or give less than 24 hours' notice we may not be able to complete your treatment or offer you NHS care in the future.
- following your dentist's advice to prevent tooth decay and gum disease
- paying your bill promptly
- bringing proof of entitlement when claiming help with the cost of NHS treatment. If no proof is shown you will be asked to pay for your treatment**
- treating our staff with courtesy and respect***

* Please note - if your treatment is a 'Band 1' course of treatment (routine examination or similar), you will have to ask your dentist to provide this.

** Patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge from the 'NHS Business Service Authority'.

*** Please note – we may refuse to treat patients who are aggressive, violent, fail to pay their bills or refuse to cooperate during treatment. In this case, we will inform the patient in writing and NHS Wales.

Feedback

We love to hear your feedback. If you have had a good experience, would recommend us to a friend, or would like to feed back on your great experience, please visit our website to leave a review: <http://www.haydendental.co.uk/review-us.html>

If you need to complain about any aspect of your experience, please contact Katie Hayden (Practice Manager) in person, by email (katie@haydendental.co.uk) or by phone (01267 236 091).

If you would like to make a formal complaint, please do so in writing to the practice manager. Our complaints policy is available on our website at: <http://www.haydendental.co.uk/about.html>

Provider: James Robert Hayden BDS (Birm) MFGDP (MJDF)