

## Appointments

We always try to see patients at the appointed time. If you are kept waiting there is normally a good reason; reception will inform you if that is the case.

If you have to cancel an appointment, please give us 24 hours' notice so that we can offer that appointment to someone else. If you fail to attend two appointments within a short period of time, we might not be able to see you again at the practice. Of course, we take into account special circumstances.

We keep emergency slots available each day for emergency treatment of our regular patients. We endeavour to see any patient in pain on the same day. Outside working hours practice plan members have an emergency worldwide advice line.

Patients who are violent or aggressive to staff or other patients at the practice will not be tolerated. We reserve the right to refuse treatment in such cases, and if appropriate, reported to the relevant authorities.

## Access

We endeavour to see all patients at our Practice and therefore it is designed with this in mind. If you think that you have issues accessing our Practice please mention it when booking an appointment.

## Feedback

We welcome all feedback about our Practice, good or bad. There are patient questionnaires available at reception which you can fill in anonymously.

We aim to make your experience as pleasant as possible but if you are unhappy with anything about the practice please contact a member of staff who can discuss and resolve this with you. They can also advise you of the complaints procedure.

If you are still unhappy with the way we dealt with your complaint, you can contact:

Cwm Taf Morgannwg University Health Board Concerns Team, Ynysmeurig House, Navigation Park, Abercynon, CF45 4SN, 01443744915 for NHS treatment

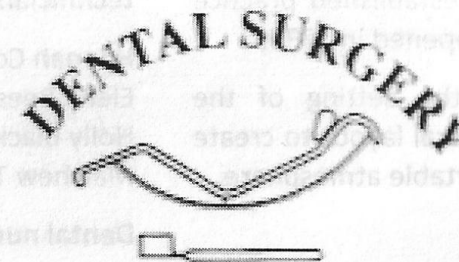
Healthcare Inspectorate Wales (HIW), Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ, 0300 062 8163 for NHS or Private treatment, or follow the link below:

<http://hiw.org.uk/contactus/provide/?lang=en>

General Dental Council (GDC) for NHS or Private treatment:

<https://www.gdc-uk.org/patients/raising-a-concern>

# THE CHANNINGS DENTAL SURGERY



**Dr. Kenneth Chow**  
BDS (Wales)  
&  
Associates


33 Mary Street, Porthcawl

CF36 3YN

01656 783403

[www.porthcawldentist.co.uk](http://www.porthcawldentist.co.uk)

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## Welcome

If you are a new patient we would like to take the opportunity to welcome you to the practice.

The Channings Dental Surgery is situated in Mary Street, Porthcawl with a convenient pay-and-display car park opposite.

We are the longest established practice in Porthcawl having opened in 1939.

We try to utilise the setting of the practice and the general layout to create a friendly and comfortable atmosphere.

## Our Aim

We have two fully equipped surgeries to create a comfortable and relaxing atmosphere in which to treat you.

We aim to provide

- A friendly personal and caring approach
- An accessible and efficient service
- A personal service which is tailored to each patient's individual needs
- Modern techniques achieved through continuing professional development

## Our Team

### Practice owner:

Kenneth Chow *BDS (Wales)*

### Associate dentists:

Stefan Adamovic *BDS (King's)*

Richard Pugh *BDS (Wales) BSc (Hons)*

### Dental therapists, hygienists & clinical technicians:

Hannah Collis *DipHE*

Elena Rees *DipHE*

Holly Black *DipHE*

Matthew Thomas *DipDT*

### Dental nurses & trainee dental nurses:

Kim Evans Ellee Davies

Alana Lewis Jordan Gambling

Amy Watkins Leigh-Ann Hibbert

### Receptionist:

Suzanne Sharp Sade Carrick

## Opening Hours

Mon 08.30-13.00, 14.00-17.00

Tues 08.30-13.00, 14.00-17.00

Wed 08.30-13.00, 14.00-17.00

Thurs 08.30-13.00, 14.00-17.00

Fri 08.30-12.30, 13.15-15.00

Sat 09.00-12.45

Sun CLOSED

Should you have a dental emergency out of hours, please ring 0300 1235060.

## Services

- Examination, diagnosis and treatment planning, including the usage of special investigations such as X-rays
- Restorative dentistry, including fillings, crowns, bridges and dentures
- Endodontic treatment including root canal treatment
- Routine oral surgery including extractions and minor oral surgery
- Periodontal treatment including the prevention of periodontal disease and non-surgical treatment
- Facial aesthetics including anti-wrinkle treatment
- Cosmetic dentistry including veneers and teeth whitening
- Simple orthodontic treatment using removable appliances

## Treatment Options & Costs

There are often several ways to provide treatment for a given problem and so it is important to be able to take the time to make an informed choice over what is best for you.

All costs of treatment can be detailed in a printed estimate before commencement.

If the treatment plan changes during the course of treatment, we will endeavour to inform you this as soon as possible; a new estimate will be given.

## Payment

Patients are requested to pay at each appointment for the treatment provided or as a deposit for treatment pending. If there is any difficulty in payment please let us know so other arrangements can be made.

We accept cash, personal cheques (with a bank guarantee card) and most debit and credit cards. We can also accept payment over the phone or by BACS.

We also have two separate payment plans which give you significant discounts on the cost of treatment and helps you spread out the cost of treatment over the year. Please see the individual leaflets for details.

For some types of work (e.g. crown, bridge, orthodontic and/or denture), a deposit might be required before the final appointment. You will be advised of this before the course of treatment.

## Patient Confidentiality

We take patient confidentiality extremely seriously at the Practice and there is a robust Confidentiality Policy. All personal information is treated with the strictest confidence and will not be shared with any third parties. All information will only be utilised for the benefit of the patient.