

## THE TEAM

### Dentists:

#### **Olga Sivova GDC: 135352 Registered Manager**

Olga qualified in Bulgaria in 1994 and has over 30 years' experience in dentistry, working in Bulgaria, UK and Canada. Olga has a special interest in Prosthodontics and aesthetic dentistry.

#### **Piotr Stefanczyk GDC: 234637**

Piotr qualified in Poland in 2006 and has worked at our practice since 2015. Piotr has a special interest in restorative dentistry. He lives in Cardiff with his wife and enjoys the outdoors.

#### **Pravesh Kumar GDC: 279971**

Pravesh qualified in India 2006 and has worked with us since 2025. Pravesh has a special interest in prosthodontics dentistry which he has a master's in and implants. Pravesh lives in Newport with his wife and son and enjoys travelling.

#### **Practice Manager – Carys Miles GDC 256305**

Carys has been a part of the team since 2013, she first joined as a trainee dental nurse then became qualified in 2014. Carys has been practice manager since 2022. She lives local to the practice with her husband and son.

### Hygienist/Therapist

**Elyse MacDonald GDC: 249308 Hygienist**

**Kelly Evans GDC: 136903 Hygienist**

**Uzma Ghulam GDC: 297563 Therapist**

**Swati Rohra GDC: 291679 Therapist /Hygienist**

### Nurses:

**Michelle Bradley GDC: 226672 Senior**

**Rebecca Haynes GDC: 281003**

**Aimee Cawkwell GDC: 318602**

### Reception:

**Ceri Gibbs (trainee nurse)**

**Michelle Gunter**

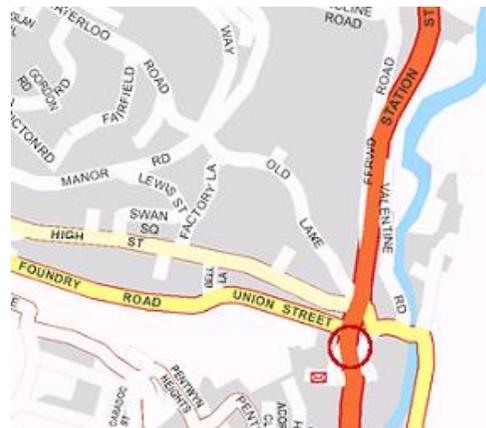
## OPENING HOURS

- **MONDAY**  
9.00 am – 1.00pm & 2.00pm – 5.00pm
- **TUESDAY**  
9.00am – 1.00pm & 2.00pm – 5.00pm
- **WEDNESDAY**  
8.30am – 1.00pm & 2.00pm – 5.00pm
- **THURSDAY**  
9.00am – 1.00pm & 2.00pm – 6.00pm
- **FRIDAY**  
9.00am – 12.00 & 1.00pm – 4.00pm

## HOW TO FIND US

Abersychan Dental Surgery is centrally located just two miles North of Pontypool.

We are located in the centre of Abersychan opposite a large free car park. We are close to the One Stop Store & next to the pedestrian crossing.



*Family Dental Care*

**ABERSYCHAN  
DENTAL SURGERY  
10 BROAD STREET  
ABERSYCHAN  
PONTYPOOL  
TORFAEN NP4 7BQ**

TEL **01495 775252**

Email [surgery@aberdent.co.uk](mailto:surgery@aberdent.co.uk)

Website [www.aberdent.co.uk](http://www.aberdent.co.uk)



*Patient information about  
our practice*

## WELCOME

A warm welcome to our practice. We are a modern dental surgery and pride ourselves in offering a high quality and ethical service in a relaxed, friendly environment. Our practice philosophy is to promote dental health at all times. We firmly believe that regular visits to the dentist and hygienist ensure good oral health is maintained. If problems are detected early, we can treat them conservatively before they develop further, and possibly cause pain.

## TREATMENT OPTIONS

We pride ourselves in offering as wide a range of treatments as possible. We have agreed with Aneurin Bevan Health Board to provide NHS dental treatment which includes all treatment necessary to secure and maintain your oral health. We also offer our own Abersychan Dental Health Plan- a scheme to help you achieve and maintain a healthy smile. We are also a registered Denplan practice. Please ask our receptionists for further details.

Our Dental Technicians can provide an overnight denture repair service.

## COSMETIC TREATMENTS

We offer a comprehensive range of cosmetic treatments. These include;

- Tooth Whitening
- Veneers and thimble crowns in translucent porcelain for superior aesthetics
- White fillings to replace visible silver ones
- Hygienist Services

## HYGIENISTS

Clean teeth are healthy teeth and look good too. Our Hygienists will show you how to look after your teeth and gums more effectively yourself. The hygiene surgery is fitted with the very latest equipment to gently remove unsightly staining without damaging your teeth. We also stock a full range of oral hygiene products (toothbrushes, interdental brushes, mouthwashes, dental floss ect).

## SAFETY and PROTECTION

We take all necessary precautions to safeguard both patients and staff against blood-borne and respiratory infections. We provide all patients with bibs and glasses to protect against splashes. All instruments and handpieces are sterilised after each patient. We use disposable items wherever possible. Both surgeries have been fitted with an air exchange system to minimise the transmission of viruses during aerosol generating procedures.

## EMERGENCY SERVICE

If you are in pain during surgery hours, please telephone and every effort will be made to see you within 48 hours.

If you are in pain outside surgery hours, telephone the NHS Helpline on 01633 744387

## CHARGES and PAYMENTS

Fees are payable from the first visit. After your initial consultation we will give you a treatment plan showing the estimated costs. We ask that fees are paid at each appointment as treatment is carried out. Patients may be asked to pay charges at commencement of treatment. Please be prepared to this when asked by the receptionist. Payments can be made by cash, credit and debit cards.

## CAR PARKING and BUS SERVICES

There is a convenient free local car park directly opposite the practice with ample parking spaces. The nearest bus stop with a regular service is directly outside the practice.

## APPOINTMENTS

If you would like to make an appointment or have to cancel an appointment, please call us on 01495 775252. For cancellations we require 24 hours notice. This enables us to make alternative arrangements and allows us to see other patients in need. If you fail your appointments or short notice cancel without 24 hours notice on a number of occasions, we may be no longer be able to provide you with NHS care in the future.

## POLICY

It is our policy for each patient to see one dentist on a continuing basis. If this is not possible for any reason, suitable alternative arrangements will be made for you to see someone within the practice.

## NHS CHARGES AND EXEMPTIONS

At present NHS patients pay according to the charge band appropriate to the treatment required.

If you are in one of the following categories you may qualify for full or part exemption from charges: Under 18: Age 18 and in full time education: An expectant mother: A mother with a child under one year: Receiving Income Support  
: Income-based Job Seekers Allowance  
: Income-related Employment & Support Allowance: Pension Credit Guarantee Credit: Universal Credit: You are entitled to, or named on, a valid NHS tax credit exemption certificate/card  
: You are named on a valid HC2/HC3 certificate. If in doubt, please ask.

## FACILITIES FOR THE DISABLED

We have ground floor facilities which are suitable for disabled patients, including those in wheelchairs, **but we don't have toilet facilities for wheelchair we apologize for inconvenience.** (it's a minute away from us is GP Surgeries with a suitable toilet).

## KEEP US INFORMED

If you change your address or telephone number, please let us know as soon as possible. This helps keep our records up to date and our recall system more efficient. We will ask you to fill in a Medical History Questionnaire to assist in our diagnosis and treatment. This is confidential.

## PATIENT RESPONSIBILITIES

You should:

- Give us at least 24 hours if you have to change or cancel an appointment
  - Pay your bill promptly
  - Follow your dentist advice
  - Bring proof of entitlement when claiming help with the cost of NHS treatment
  - Treat our staff with courtesy and respect\*\*
- \*\*Please note we will refuse to treat patients who are violent, fail to pay their bill or refuse to cooperate.**

## PATIENT RIGHTS

You are entitled to:

- A thorough examination of your mouth, teeth and gums and how to keep them healthy
- A full explanation of your treatments with a written treatment plan including costs
- Information about NHS charges displayed in the waiting room.
- Information about the practice and services available
- Make a complaint if you are not happy with your treatment and care

## SUGGESTIONS and COMPLAINTS

We welcome your suggestions and comments that may help improve our practice. Please mention these to any member of our staff.

Whilst we endeavour to treat every patient to the highest standards, we realise occasionally problems do arise, and people have concerns. If you wish to tell us about your concerns or complaints please speak to Carys, our practice manager. If you wish to make a complaint in writing, please ask for a copy of our Complaints Procedure, available at reception.

## CONFIDENTIALITY

Strict confidentiality of patients records and information is maintained at all times. Patient records will not be passed onto any third parties without the patients express permission.

## USEFUL CONTACTS

**NHS DIRECT** Tel 111 [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)  
**ANEURIN BEVAN HEALTH BOARD, Primary Care & Networks Division, Llanarth House, Newbridge, NP11 5GH** Tel 01495 241258  
**Public Services Ombudsman for Wales** Tel 0300 7900 203  
[www.onbudsman.wales](http://www.onbudsman.wales)