



# AGINCOURT DENTAL

## Practice information leaflet

Thank you for choosing Agincourt Dental as your dental practice. This leaflet tells you about our practice. Should you have any further questions, please speak to Mark Travis or Caroline Morgan on 01600 716815 or [info@agincourtdental.co.uk](mailto:info@agincourtdental.co.uk). The practice undertakes to provide high quality dental care by appropriately trained staff and ensure that you are involved in decisions about your care.

We offer private dental care on either a pay as you go or Denplan payment schemes. We see Children under 4 for free at the registered parent's appointment and we offer Denplan for children over 4 up until 18 years. We offer general dental treatment and have a hygienist. We also offer cosmetic treatments like teeth straightening and tooth whitening.

Please contact the practice if you would like to make an appointment at a time that is convenient for you.

### Our team

Dr Mark Travis GDC No: 251936 2014 BDS(Birmingham) Pg Dip (Orthodontics) – Practice Owner

Dr Ffion Thomas GDC No: 176444 BDS – Associate Dentist

Our dentists are supported by our committed team:

Caroline Morgan GDC No: 132662	NEBDN 2001	- Practice Manager
Jessica Hiley GDC No: 257873	Dip Dental Hygiene Cardiff 2021	- Hygienist
Jessica Tanner GDC No:280478	Dip Dental Hygiene Cardiff 2025	- Hygienist
Sarah Creed GDC No: 123201	NVQ Level 3/City and guilds 2004	- Dental Nurse
Hollie Bishop		- Trainee dental nurse
Rachel Vick		- Receptionist



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## Opening hours

We are open during the following times:

Monday	8.30am	5pm
Tuesday	Closed	
Wednesday	8.30 am	5pm
Thursday	8.30 am	5pm
Friday	8.30 am	2.30 pm
Saturday	Closed	
Sunday	Closed	

The practice is closed for lunch from 1pm to 2pm every day.

Should you have a dental emergency outside of the practice opening hours, please call the practice and the answerphone will give you the emergency number.

## Complaints procedure

If you have any concerns or comments about your experience of our practice, please contact Mark Travis or Caroline Morgan on 01600716815 or [pm@agincourtdental.co.uk](mailto:pm@agincourtdental.co.uk) who will explain our complaints procedure. A copy of the procedure is also available from reception.

## Patient confidentiality

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless the information is required by law. A copy of the practice confidentiality policy is available at reception. You can also request information about your rights to view your records.

## Methods of payment

We accept the following methods of payment at the practice, cash and all major credit and debit cards.



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## **Other information**

We will aim to ensure that you are cared for by your preferred dentist. Where this is not possible, we will explain the reasons. Please let our receptionists know, when you book your next appointment.

We encourage our patients to receive regular dental care to achieve and maintain good oral health. We will undertake a dental care assessment during your first appointment to assess and agree your treatment needs.

The following languages are spoken at the practice: English

## **Access to the Practice.**

Unfortunately, our treatment areas cannot be accessed by wheelchair users. If you use a wheelchair, we can arrange for you to be seen at Monmouth Dental Practice, St James Square, Monmouth which is fully accessible.

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.

## **Patient rights and responsibility.**

All patients will be provided with a treatment plan for each course of treatment. This will provide you the individual cost of the treatment and you will be informed of when you need to pay this. We ask that you pay at the end of each appointment for the treatment you have received. You may be asked for a deposit for some treatments, you will be informed of this when booking your appointments.

We have several policies, which we adhere to with regards to patient rights including Data Protection, Confidentiality, Patient Dignity and Respect and Equality, Diversity and Human Rights policy. These are available on request from Caroline Morgan.

On occasion the dentist may need to refer you to a specialist. The reason for this will be explained if this happens.

Missed appointments results in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the practice know and give as much notice as possible and, at least 24 hours. 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.



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

## **Access to patient information.**

We hold personal data under the Data Protection Acts 1984 and 1998. This information is confidential to those providing healthcare. We will not divulge personal information to other family members without the patient's consent.

You have the right to access the data that we hold about you.

## **Our contact details**

AginCourt Dental  
29 Monnow Street,  
Monmouth,  
Monmouthshire.  
NP25 3EF

01600 716815  
[Info@agincourtdental.co.uk](mailto:Info@agincourtdental.co.uk)  
[www.agincourtdental.co.uk](http://www.agincourtdental.co.uk)

The practice does not have parking. It is located on the main street. There is on street car parking but this is limited to 30 min. Alternatively, car parks are located at Waitrose, Marks and Spencer's or Glendower Street public car park.