

# Cyncoed dental practice

378 Cyncoed Road  
Cyncoed, Cardiff, CF23 6SA  
[www.cyncoeddentalpractice.co.uk](http://www.cyncoeddentalpractice.co.uk)

Registered Provider: Dr Jane Hendly  
Registered Manager: Dr Jane Hendly

Tel. 029 2075 4073 email: [cardiffendo@uwclub.net](mailto:cardiffendo@uwclub.net)

Dr Jane Hendly and her team offer professional, personal dental care, tailored to your individual needs and the needs of your family.

We provide a wide range of dental care, from family checkups and general routine dentistry to more extensive and comprehensive treatments. In every case, our emphasis is always on dental health, prevention, and minimally invasive dentistry.

More extensive treatments include complete restoration of worn and fractured dentition using up-to-date materials and techniques. We also offer cosmetic treatments such as tooth whitening to change and enhance your smile.

The cheerful, friendly receptionist and dental nurse work together with Dr Hendly's gentle dentistry to make your visit pleasant and stress-free.

## The Cyncoed Dental Practice Team

**Dr Hendly** qualified as a dentist in 1982 with BDS from The Royal Dental Hospital, London, then gained valuable maxillofacial surgical experience at Hillingdon Hospital. Moving to Wales **Dr Hendly** has worked in a number of Practices providing NHS and Private dentistry before joining this long-established family Practice.

Our receptionist **Dorothy Geen** has been with us for 14 years. Dorothy will be very happy to answer your questions and to make a suitable appointment for you to see **Dr Hendly**.

**Miss Tiffany Chuter** is our qualified and highly experienced Dental Nurse. A Welsh speaker, Tiffany was working in a large practice in West Wales before relocating to Cardiff. Tiffany is key to helping patients feel relaxed and comfortable in the surgery as well as in maintaining a scrupulously clean and safe clinical environment.

## General Dentistry

**Dr Hendly's** emphasis is on prevention and using minimally invasive dental techniques which maintain as much of the patient's healthy dental tissue as possible. That said, **Dr Hendly** has wide experience of prosthetic and restorative dentistry including dentures, crowns, bridges, veneers and inlays, using the latest dental techniques and aesthetic materials.

She enjoys keeping up-to-date with the latest scientific developments, new materials and techniques in dentistry, often attending courses and conferences.



Maintaining healthy teeth and gums is key to a confident smile.

Regular checkups can help prevent dental problems before they occur and are advisable to:

- ascertain the health of your teeth and gums
- monitor any changes to the health of your teeth and gums over the preceding interval of time
- screen for oral cancer
- to provide advice, help and encouragement on the prevention of dental disease

- carry out preventative measures including topical fluoride application
- simple scale and polish to remove light deposits of calculus and superficial staining or discoloration of the teeth

## Children's Dental care

Our main focus for children is prevention and promotion of good oral health. When your child visits **Dr Hendly**, you can expect a full checkup, advice on diet and help with establishing good brushing techniques and practice.

## Cosmetic Dentistry



**Dr Hendly** can improve your smile, whatever your age, expectations or budget.

Professional dental enhancements available range from simple whitening techniques to advanced restorative techniques involving crowns, veneers, bridges and implants.

**Dr Hendly** has a special interest in restoring, rectifying and maintaining worn and eroded teeth to rejuvenate your smile.

Whatever type of dental treatment you require, at **Cyncoed dental practice**, we take the time to fully discuss your needs and expectations; we explore and explain all treatment options and discuss a treatment plan and estimated costs with you before commencing treatment.

**Cyncoed Dental Practice** is dedicated to providing patients with the standard of care which we would expect to receive ourselves. We operate a non-discriminatory policy in all areas of our Practice and are committed to continuously updating the knowledge and skills of all members of staff in order to provide the very best care and treatment for our patients.

### Opening hours:

Monday-Thursday 8.30am-5.00pm  
Friday 8.30-12.30pm Closed for lunch 1.00-2.00pm

### Appointments

Appointments can be made by phone on 02920754073 or in person at our reception. You may also email the Practice requesting an appointment on [cardiffendo@uwclub.net](mailto:cardiffendo@uwclub.net)

We will do our best to give you an appointment time which is convenient for you but this may not always be possible especially if you need to be seen at short notice.

If you need to change or cancel an appointment we request that you try to give us at least 24 hours notice. Repeated late cancellation of appointments may result in a charge for Private patients and NHS patients being unable to receive any further dental appointments. **Recall appointments** are made following guidance from NICE, we arrange for reminders to be sent by post or email at the patients request.

**Free Parking** for one hour is available in front of the Practice. Free and unlimited parking is available in the surrounding residential streets.

### Disabled Facilities

Due to the nature of our premises the Practice has limited disabled access. All facilities are on the ground level although there is one shallow step from the pavement into the Practice. There is a ground floor toilet but due to limitations of space it is not fitted with full disabled facilities or baby changing facilities.

### Out of Hours Emergency Care after 6pm, weekends and Bank Holidays

If you have an emergency dental problem, for example; severe toothache, swelling or persistent bleeding following an extraction, the following options are available:  
NHS patients should call the **NHS emergency helpline on 0292044500**  
Private patients should call **Dr Hendly on 07445857696** or the helpline above

Denplan patients should contact the **Denplan helpline 0800 844999**

### NHS Payments, Private Dental Fees, Denplan

Information on charges is available on our website and from our receptionist Mrs. Geen. All patients are provided with a treatment plan and fee estimate prior to commencing any treatment.

For advice on receiving help with the cost of NHS dental treatment contact the Department of Health, Tel 0845 8501166 or visit [dh.gov.uk](http://dh.gov.uk)

**Cyncoed dental practice** is a **Denplan** practice and we are happy to accept new and existing **Denplan** patients.

### Dental Records

Your Dental records will remain confidential and secure. All requests for access to personal information should be passed to Dr Hendly. On rare occasions, it may be necessary to release your NHS records to Cardiff & Vale LHB or the NHS Business Services Authority as part of our ongoing clinical review process. In all circumstances, we will contact you before releasing your records to a third party.

### Patient feedback and suggestions

We welcome your comments and suggestions on the service we provide and we are eager to find out what you like about our Practice or how you feel we could improve our service to you. Comments slips and a comments box are available in Reception and all replies are treated confidentially. You may also speak directly to Mrs. Dorothy Geen or Dr Hendly.

### Complaints

A copy of our complaints policy is displayed in Reception and on our web site. You may request a copy to take away.

If, having made a verbal or written complaint to our Practice, you are not satisfied with the response you receive the following options are available to you.

For complaints regarding NHS treatment contact: Cardiff & Vale LHB or the Public Services Ombudsman for Wales Tel. 08456010987

For complaints regarding provision of Private treatment contact:

The Dental Complaints Service Tel 08456 120 540 or visit [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) or Healthcare Inspectorate Wales Tel 0300 062 8163 or email: [HIW@gov.wales](mailto:HIW@gov.wales).

**Please visit our practice website for further information about our Practice including causes and prevention of dental disease, dental treatments available and our price guide.**

*Cyncoed Dental Practice has a zero tolerance to violence and abuse from any member of the public and reserves the right to remove any such person from the Practice.*