

## Patient Protection

**Our practice takes the utmost care in cross infection,** decontamination and sterilisation of equipment, following HIW compliance and recommended guidelines from the Department of Health. We regularly review and audit our protocols and policies to continue to maintain the highest safety standards.

## Comments About our Services

**We hope your experience with us is a happy one** and that you are satisfied with the service we provide. However, should you have any concerns please inform us so that we may review and improve our service to you.

You can request a copy of our practice complaints policy from our practice manager, Jenna Phillips, who will be happy to discuss any queries or concerns you may have.

Feedback questionnaires are available in the waiting area and we encourage patients to let us know their thoughts. Patients can post completed forms in the confidentially box if they wish to keep their identity anonymous.

In return we ask that you treat our staff with respect; any violence or abuse towards our team will not be tolerated.

## Emergency Care

**Should you have an emergency within practice hours** we will endeavour to see you within 24 hours. Outside of working hours please call us on **01792 368547** and our answerphone message will provide details of the on-call dentist. You may not see your usual dentist; however we aim to deal with your immediate problem efficiently. If for any reason the dentist is not available, please contact NHS direct on **111**.

If away from home, Denplan registered patients should call Denplan's emergency helpline on **0800 844 99** in the UK or **+441962 844 999** if abroad. They will assist you to find an emergency dentist near you.

## Disabled Access

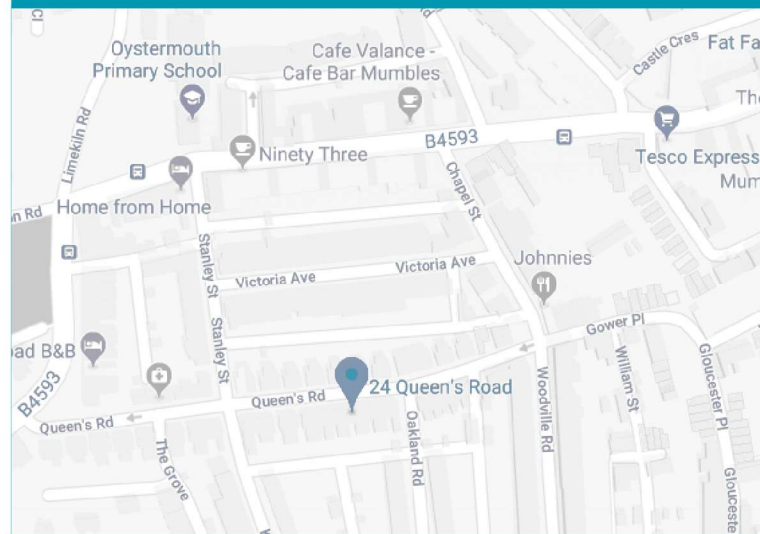
Externally, there are 4 steps with a handrail to the main entrance, leading to the reception and downstairs toilet. As the waiting room and treatment areas are on the first floor, there is a stairlift for assistance. Home visits are available on request for those who have difficulty accessing the practice.

## Where to Find Us

We are located in the heart of Mumbles, near local bus routes. Street parking is available near the practice.

## Opening Times

<b>Monday</b>	08.15 - 17.15	<b>Tuesday</b>	08.15 - 17.15
<b>Wednesday</b>	08.15 - 17.15	<b>Thursday</b>	08.15 - 17.15
<b>Friday</b>	08.15 - 15.00	<b>Saturday</b>	By appointment only



**24 Queens Road, Mumbles, Swansea,  
SA3 4AN**

**T** 01792 368547

**E** [reception@mumblesdentalsuite.com](mailto:reception@mumblesdentalsuite.com)

**W** [www.mumblesdentalsuite.com](http://www.mumblesdentalsuite.com)



**mumbles  
dental suite**

**Mumbles Dental and Cosmetic Suite**  
24 Queens Road, Mumbles, Swansea,  
SA3 4AN

**Dr E Nicholas Packer**  
Principal Dentist

BDS (Cardiff) MFDS RCPS (Glasg)

## Our team at Mumbles Dental Suite would like to welcome you to our dental practice in the heart of Mumbles

Our practice has been established for over 45 years, providing quality dental care to the local community in a friendly, relaxed environment.

We provide private dental care or Denplan membership plans for adults. NHS treatment is available to children up to the age of 19 in full time education. We are a small, independent dental practice and we take time to communicate with our patients to understand their concerns and needs. This allows us to provide individually tailored treatments.

Our personal touch is what makes us different. All our team members are highly trained and are committed to updating their knowledge by continued professional development. Our aim at Mumbles Dental Suite is to help you maintain a healthy mouth and smile with confidence.

## Our Team

**Dr E. Nicholas Packer** – Principal Dentist  
BDS (Cardiff) MFDS RCPS (Glasgow) GDC: 211745

**Dr Oliver Thomas** – Associate Dentist  
BDS (Cardiff) GDC: 259177

**Dr Oliver Jones** – Associate Dentist  
BDS (Cardiff) GDC: 301613

**Dr Joanne Archer** – Dentist providing Hygiene Care  
BDS (Bristol) GDC: 79943

**Emily Ch'ng** – Hygienist GDC: 6331

**Jenna Phillips** – Practice Manager

**Kate O'Hara** – Business Manager GDC: 313459

**Charlotte Clarke** – Head dental nurse GDC:267612

**Caroline Stevens-Deganello** – dental nurse, dental radiographer GDC 120677

**Michelle Kemp** - dental nurse GDC 147353

**Sandra Bibby** - Receptionist



## Appointments

Appointments can be booked in person, by telephone or by email. We offer flexible weekday hours and Saturday mornings to accommodate our patients' busy schedules. If you need to cancel your appointment, we request that you contact us with at least 24 hours' notice. If less notice is given then a charge may be applied to your account, although we do understand there are some circumstances that cannot be avoided.

### Charges are as follows:

**20 minute appointment:** £75

**30 minute appointment:** £100

**60+ minute appointment:** starts at £200



## Keep us informed

If you change your address or telephone number, it is important to let us know as soon as possible. This is so we can contact you by letter or send a text message reminder for your appointments. It is also important to inform us of any health or medication changes. This will help us to keep our records up to date and continue to care for you safely.



## Confidentiality

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest of confidence in accordance with our practice policy. A copy of our GDPR policy can be requested from our Practice Manager



## Facilities

We have two dental suites, one for our dentists and one for our hygienists, and a comfortable waiting lounge.

Our modern surgeries are equipped with instant digital x-ray facilities, an intra-oral scanner to show you a 3D image of the inside of your mouth, and an 'Aqua Clean' power wash machine for tooth stain removal.



## Our Services

We offer cosmetic treatments to help improve your smile including tooth whitening, orthodontics, composite bonding, bridges and veneers, as well as anti-wrinkle treatments. We also provide a full range of general dental treatments such as fillings, crowns, extractions, root canals and dentures. We do our best to ensure our services meet your individual needs. We will discuss all treatment options with you, giving you the time to ask questions and consider alternatives. Written quotations are given after the initial consultation for anything more than basic treatment.



## Hygiene Care

Our hygienists are trained in all aspects of improving and maintaining oral health. We offer a range of oral hygiene treatments such as stain removal, cleaning around bridges and implants, as well as the treatment of gum disease. We are happy to arrange a cleaning appointment at a time that is best for you.

