



Transforming lives with Beautiful smiles



Dr Jamie J Pugh BDS

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Registered Manager: Miss Claire Neads

Responsible Individual: Dr Jamie Pugh

Registered Provider: Jamie Pugh Dental Healthcare Ltd



Jamie Pugh
Dental Healthcare Ltd.
Gofal Iechyd Deintyddol
Transforming lives with beautiful smiles

Welcome to Jamie Pugh Dental Healthcare Ltd.

Thank you for choosing us to help you and your family to have healthy and beautiful smiles you can be proud of.

We offer dentistry to the **whole population** where you will receive a warm and friendly welcome when you visit. We will work **with** you, to help you smile with confidence. We strongly believe that **everyone** can benefit from being more aware of their dental health and so we focus strongly on preventative dentistry.

Alongside our Private treatments, we also offer a comprehensive NHS service (except NHS orthodontics & sedation), with clearly explained treatment options and plans, for further information please telephone or call in and we will be pleased to assist you.

We pride ourselves on the excellent relationships we have with our patients. We

will take time to listen to any concerns you may have about the appearance and health of your mouth and help you to achieve and sustain a healthy, strong, beautiful smile.

We can appreciate that so many of us are keen to enhance our smiles and so in addition to routine and restorative care, such as fillings, root canal therapy, x-rays, dentures and extractions, we offer a wide choice of cosmetic procedures including:

- Teeth whitening;
- Natural looking ceramic veneers;
- Crowns;
- Inlays;
- Bridges;
- Teeth reshaping;
- C-fast - cosmetic teeth straightening using clear brace
- Invisalign – cosmetic teeth straightening using clear aligners
- Composite Bonding
- Hollywood smile design transformations
- Tooth coloured composite fillings to replace stained fillings /chips/ worn brown teeth where enamel has worn down.

You'd be surprised what we can do!

We are here to provide you with a great dental experience, as well as helping you to have a confident, healthy smile you can be proud of. We treat our patients as gently as possible, and will always explain treatment options and costs clearly in advance for you to make an informed decision based on needs, desire and budget.



If you have any questions about our services, please ask – we'll be happy to help

Prevention is better than cure

Research has proved beyond doubt that when it comes to caring for your teeth and gums, a good oral hygiene routine at home paired with regular hygiene/dentist visits are the best combination.

Gum disease can progress silently and often goes undetected by sufferers until the later stages. It is the **biggest cause of tooth loss in adults and has proven links with general health conditions such as heart and lung disease, diabetes, stroke and even dementia.**

We're here to help! It's important to have regular dental check-ups so any problems with your teeth and gums can be detected and treated early and our Hygienists are professionals specifically trained to help prevent and treat gum disease, so you're in excellent hands.

Knowing your smile looks great can make a huge difference to the way you feel and how others react to you. In fact, research shows that your smile is usually the first thing people notice about you, so it makes sense to ensure yours make a good impression!

C-fast cosmetic teeth straightening image:



Severe crowding treated in just 6 months

We offer a range of treatments to help enhance your smile, from fixing a small imperfection, to giving you a complete natural *smile design transformation*.

Teeth Whitening is extremely popular with our patients. It brightens teeth which have become darker over the years or maybe you just want a whiter smile. Whitening gels **should only be provided by a qualified and registered dentist, or a dental hygienist/dental therapist working to the prescription of a dentist. It is illegal for anyone else. (eg beauticians and hairdressers)** They won't have the correct training and could even cause irreversible damage to your teeth and gums.

If suitable, you will have custom lab made whitening trays that fit the contours of your teeth and gums perfectly, with whitening syringes of gel that you take away to do at home. After a few applications, you will really



notice the difference.

Or if you're in a rush to brighten your smile, we also offer In-Surgery ZOOM whitening where your smile will become lighter in one session.

Our WaterLase iPlus laser provides drill free dentistry too, using a combination of laser power and water to safely and gently remove decay before placing a filling. We can also use the WaterLase iPlus laser to treat gum disease and carry out minor surgery such as gum and bone contouring, with excellent healing.

If you would like straighter teeth then you are in luck! We are a proud provider of **Invisalign**

which is an **extremely popular** clear aligner teeth straightening system and Cfast cosmetic teeth straightening which is a fixed tooth coloured appliance which straightens your front 6 teeth.

All our team are committed to continually training to keep abreast of new information and technology and all qualified staff registered with the General Dental Council. All staff speak the English Language, also Jamie speaks Welsh.

Meet the Team



Dr Jamie J Pugh
Principal Dentist/Director
Responsible Individual
First Aider
GDC: 71733



Tracy Pugh
Director/ Secretary
Qualified Dental Nurse
GDC: 157958



Claire Needs
Registered Manager
Practice Manager
Qualified Dental Nurse
Dental Radiographer
GDC: 256257



Melissa Owen
Reception Manager
Treatment Co-ordinator
Qualified Dental Nurse
Dental Radiographer
GDC: 163068



Charlotte Baker
Dental Hygienist +Therapist
GDC: 169466



Joanne Mason
Qualified Dental Nurse
Qualified to take impressions
GDC: 257244



Jenna **Embleton**
Trainee Dental Nurse



Julie Pugh
Receptionist



Dawn Sewell
Receptionist



Helyn Mellish
Cleaner

Jamie Pugh has had a special interest in Cosmetic dentistry since 2001 which includes dental veneers (thin layers of porcelain bonded to the front of your teeth) and can transform your smile by hiding any imperfections and help improve colour, shape and position of teeth, including those sunken out of line and chipped teeth. Veneers may also give strength.

Confidentiality

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information is ever released to a third party without your express permission. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records, please ask at reception. The practice is registered with the Information Commissioners Office (ICO) who uphold information rights in the public interest.

Cancellation policy

Missing appointments wastes time and resources. Our practice policy if an appointment is missed states;

NHS patients: if on more than one occasion, patients cancel with less than 1 full working days' notice or do not attend an appointment, then we will no longer be able to offer any further NHS treatment. We may still be able to offer private dental care, but will require non-refundable deposits.

PRIVATE patients: Due to the longer length appointments, if an appointment is cancelled with less than 2 working days' notice, a charge will apply if we cannot fill the appointment at a rate of £60 per hr.

Disabled Access

We have two ground floor surgeries providing level access for wheel chair users. If you have any special requirements please call in advance to ensure we are able to meet them.

Facilities within the premises

All patient facilities are located on the ground floor and have level access. We have patient toilet facilities, an induction loop facility for patients with hearing difficulties. We have an extended reception area offering comfortable seating area with daily newspapers available and a good selection of children's books.

Violent or abusive behaviour

The practice has a zero tolerance policy towards patients who are violent or abusive to staff, other patients or anyone else on the practice premises and will be refused treatment and reported to the appropriate authorities.

Patient feedback

We aim to make your experience at the practice as pleasurable as possible and patient feedback is so important to us, whether verbal or written and really helps us to continue improving our service. Feedback forms are available on reception and we really do appreciate all comments / suggestions. You can now also leave us a review on Google or Facebook.

If you feel we've not met your expectations and you're concerned or unhappy, please don't hesitate to contact Practice Manager, Claire Needs on **01685 876151** who will be happy to help you. A copy of our complaints policy can be found on the wall by reception, on our practice website and copies are available on request.



Useful information

Opening Hours

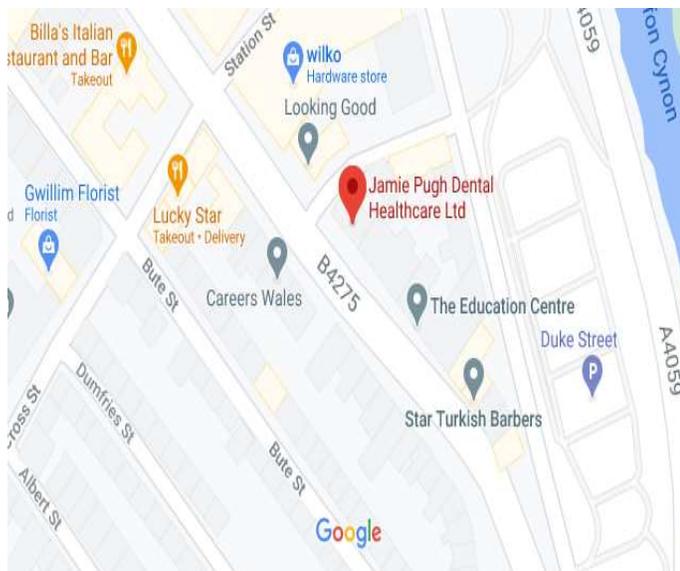
Monday	9am - 5pm	(Closed 1-2)
Tuesday	12noon - 8pm	(Closed 3-4)
Wednesday	9am - 5pm	(Closed 1-2)
Thursday	9am - 5pm	(Closed 1-2)
Friday	8am – 1.00pm	
Saturday	Closed	
Sunday	Closed	

How to find us

We are located on Cardiff Street, on the corner of Merchant Street, in Aberdare town centre, in what used to be the old Runge's Jewellers. (Near Wilkos & Looking Good)

Parking

We have nearby Council carparks within 3-5 min walking distance of the practice, the nearest being Duke Street car park which is located at the street behind.



Methods of payment/credit

We accept the following methods of payment: cash and all major credit and debit cards (excluding American Express). Clients are asked to pay for treatment upon the completion of each appointment. Deposits will be required to secure lab work or longer appointments.

To help make the cost of dentistry more affordable, we have an interest free credit option, which allows you to spread cost over 6-10 monthly payments for treatment.

Min spend £500, subject to status, T+C's apply