# SIX GABLES DENTAL PRACTICE

Patient Information Leaflet | Statement of Purpose Summary

Welcome to Six Gables Dental Practice. This leaflet explains the care we provide, how to contact us, and your rights as a patient. Information in square brackets must be checked and completed before the leaflet is issued.

## Our practice and contact details

Practice name: Six Gables Dental Practice

Practice full postal address and postcode: Six Gables Dental Practice, 27a Penlline Road, Whitchurch, Cardiff, CF14 2AA

Practice telephone number: 02920 693664

Practice email address: info@sixgablesdentalpractice.com

Registered manager: Harlee Cave, Practice Manager.

Registered manager professional contact address, telephone and email – same as above – email harleesixgables@gmail.com

Registered provider: Six Gables Dental Practice LTD

Registered provider postal address, telephone, email and fax (if any): SAME AS ABOVE

Premises used to provide dental care: Six Gables Dental Practice, 27a Penlline Road, Whitchurch, Cardiff, CF14 2AA

## Our dental team

Our clinical team includes dentists, dental hygienists, dental nurses and other registered dental care professionals as applicable. The current names, GDC registration numbers, qualifications and relevant experience of EVERY dentist and dental care professional working at the practice are listed in the team schedule below. Please update when staffing changes.

| Name | Role / GDC no. | Qualifications | Relevant experience |
|---|---|---|---|
| **Dr Huw Bowen** | Principal dentist - 72998 | BDS | 29 years |
| **Dr Rhys Thomas** | Associate dentist - 85266 | BDS | 21 YEARS |
| **Dr Andrew Gardiner** | Associate DENTIST/ implantologist - 103486 | BDS/MSc implantology | 20 years |
| **Dr Sam Aboalkaz** | Associate dentist - 295772 | BDS | 6 YEARS |
| **Carly Perry** | Hygienist - 177200 | DIP HYG | 14 years |
| **Emily Parker** | Hygienist - 272949 | Dip Hyg | 5 years |
| **Laura Green** | Hygienist - 253915 | Dip Hyg | 8 years |

| | | | |
|---|---|---|---|
| **Harlee Cave** | Registered Manager/Dental nurse – 265928 | Manager/nurse/radiography | 12 years |
| **Cassie McCarthy** | Assistant manager/head nurse - 281026 | Dental nursing | 11 years |
| **Hannah Colley** | Head nurse/ Dental Nurse -122798 | Dental nursing | 16 years |
| **Abbey Jenkins** | Dental Nurse - 299497 | Dental Nursing | 6 years |
| **Nelia Gouveia** | Dental Nurse – 139167 | Dental Nursing | 25 years |
| **Charlotte Pritchard** | Dental Nurse – 14284 | Dental Nursing | 20 years |
| **Sophie Edwards** | Dental Nurse – 3223108 | Dental Nursing | 3 years |
| **Cassey Crewe** | Dental Nurse – 339794 | Dental Nursing | 2 years |
| **Gemma Huntley** | Receptionist | N/A | 6 years |
| **Gabrielle Jarman** | Receptionist | N/A | 3 years |
| **Rebecca Cordwell** | Trainee Dental Nurse | In training | 2 years |

## Treatments, facilities and services

We offer dental assessments and treatment, subject to clinical suitability and availability. Services may include routine examinations, preventive advice, fillings, crowns, bridges, hygiene care, urgent dental assessments and other treatments provided by our clinicians. We also offer more complex treatments such as Implants, tooth straightening procedures, Facial aesthetics, composite bonding and tooth whitening

We provide private dental care and Practice Plan arrangements. NHS access is subject to current NHS Wales eligibility and Dental Access Portal arrangements. We will explain available options, fees and treatment plans before care begins.

## Our Facilities

Six Gables Dental Practice provides a welcoming, comfortable and professional environment for our patients.

The practice has four fully equipped dental surgeries located within the main building, along with an additional, separate surgery situated outside the main building, which is used for dental hygiene appointments and overflow clinical appointments when required.

We have a dedicated reception and waiting area for patients, along with toilet facilities. All surgeries are equipped to provide safe and effective dental care, and we have designated facilities for the cleaning, decontamination and sterilisation of dental instruments.

We aim to accommodate patients with additional needs wherever possible, including those with mobility difficulties, hearing impairments or visual impairments. Patients are encouraged to inform our reception team of any specific requirements so that we can make suitable arrangements to support their visit.

## Opening hours and urgent care

Monday opening hours: 9am – 5pm closed 12.30-1.30pm

Tuesday opening hours: 9am – 5pm closed 12.30-1.30pm

Wednesday opening hours: 9am – 5pm closed 12.30-1.30pm

Thursday opening hours: 9am – 5pm closed 12.30-1.30pm

Friday opening hours: 9am – 3pm

Out of hours emergency – 0300 10 20 247

During opening hours, please telephone the practice if you have a dental emergency. We will assess the urgency and explain the next available appropriate care.

Outside opening hours, Please call - 0300 10 20 247 or NHS 111 Wales / health board arrangements as appropriate, and follow recorded-message instructions. For severe facial swelling affecting breathing or swallowing, uncontrolled bleeding or serious injury, call 999 or attend emergency care.

## Patient rights and responsibilities

You can expect respectful, safe care; clear explanations of treatment choices, benefits, risks and costs; opportunities to ask questions; consent before treatment; privacy; and information in an accessible format where reasonably possible.

Please give accurate medical and contact information, treat staff and other patients courteously, follow agreed care advice, pay applicable charges, and attend booked appointments or tell us promptly if you cannot attend. We request 48 hours' notice for cancellation wherever possible; the relevant NHS or Practice Plan attendance policy will be explained to you.

## Respectful behavior and safety

We do not tolerate violence, threats, harassment or abusive language towards staff or patients. Staff may ask a person to stop the behaviour, end a conversation or appointment where safe, document incidents, and involve the police where necessary. Any restriction or withdrawal of care will be considered fairly, with clinical urgency, patient safety and applicable NHS/private obligations taken into account.

## Complaints, compliments and patient views

We welcome feedback in person, by telephone, in writing or by email. We may also seek views through patient surveys, feedback forms and online reviews, and use themes to improve services.

Complaints contact: Harlee Cave, Practice Manager, via the practice contact details above. We will acknowledge, investigate and respond in accordance with our written complaints procedure

and Regulation 21. You can ask reception for a copy of that procedure, including response times and escalation routes.

There are also contacts for escalation of complaints NHS - Cardiff & Vale University Health Board HQ, University Hospital of Wales, Heath Park, Cardiff, CF14 4XW

Private – Health Inspector Wales, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ

Telephone 03000628162 Email – hiw@gov.wales

Patients have the right to bring all concerns to the attention of

The Board of Community Health Councils, 3RD Floor 33-35 Cathedral road, Cardiff, CF11 9HB

**Llais – Cardiff and Vale** 029 2075 0112 **Email:** cardiffandvaleenquiries@llaiscymru.org
**Address:** Community Health Councils Board, 3rd Floor, 33–35 Cathedral Road, Cardiff, CF11 9HB.

## Staff learning and development

Our clinicians maintain registration and professional development as required by the General Dental Council. Staff receive induction, mandatory and role-specific training, updates on infection prevention, safeguarding, medical emergencies and other relevant subjects, with training records and supervision reviewed by practice management.

## Access and communication

Please tell us before your appointment if you require assistance with mobility, hearing, sight, language, communication or another accessibility need. We will discuss reasonable adjustments and accessible information. Welsh-language communication can be requested. Ramps are available for patients with mobility issues, use of wheelchairs. We also have car parking for disabled patients only. You can request downstairs surgeries if you have mobility issues. Should you need any correspondence or info in large print, braille or any interpretation please let us know.

## Confidentiality and your records

Your information may be accessed only where necessary by authorised members of the dental and administrative team, relevant treating professionals, and approved service providers acting under appropriate confidentiality and data-protection safeguards. Information may also be disclosed where you consent, where needed for direct care, or where required or permitted by law. You have rights under UK data-protection law, including requesting access to your personal information, asking for inaccurate information to be corrected, and being told how information is used or shared. Some rights are subject to legal exceptions. Please ask for our privacy notice or contact the practice manager to make a request or raise a concern.

## Leaflet review and approval

Prepared: October 2026 | Review date:  Oct 2027 | Approved by Harlee Cave