



North Wales Dental Hub

Putting Patients First, Every Step of the Way

Patient Information Leaflet

The North Wales Dental Hub

Custom house Hotel
Connah's Quay High Street
Connah's Quay
Deeside
CH5 4DF

Registered Provider: Den-Solutions Ltd
Responsible Individual: Mostafa Hassaan GDC 200129
Registered Manager: Chloe Blissitt GDC 293556

Telephone: 01244338184
Email: reception@northwalesdentalhub.co.uk
Website: northwalesdentalhub.co.uk

Out of Hours Care: NHS 111 Service – This service is not provided by North Wales Dental Hub but is commissioned by the Local Health Board.

Opening Hours

Mondays – 09:00 – 17:00
Tuesdays – 09:00 – 17:00
Wednesdays – 09:00 – 17:00
Thursdays – 09:00 – 17:00
Fridays – 09:00 – 17:00
Saturdays – By Appointment
Sundays – Closed



Welcome to North Wales Dental Hub

We would like to warmly welcome you to our practice. At North Wales Dental Hub, our dedicated team of dentists, therapists, hygienists and nurses work together to provide high-quality care in a safe, friendly and supportive environment.

Our ethos is centred around quality care, accessibility, prevention, and patient involvement. We provide a full range of diagnostic, preventative, and restorative treatments and aim to deliver a seamless and stress-free dental experience.

We believe in working with our patients, not just for them—your views and preferences matter, and we will involve you in every stage of your care plan.

We Value Your Feedback

Your experience is important to us. We encourage all patients to ask questions and be fully involved in their treatment decisions. Every patient will receive a clear, written treatment plan including costs.

To continually improve our services, we actively seek feedback through patient questionnaires and reviews, ensuring we adapt to meet your needs.

Our Team

- Mostafa Hassaan: Dentist - GDC 200129
- Louise Amelia Thompson: Dentist - GDC 77937
- Eithne Preece: Dentist - GDC 302831
- Meta Benjamin: Dental therapist - GDC 299965
- Lorna Small: Dental therapist - GDC 1144042
- Chloe Blissitt: Practice manager & registered dental nurse - GDC 293556
- Abbie Loftus: Lead dental nurses - GDC TBC
- Tara Thompson: Lead dental Nurse - GDC 301059
- Amy Williams: Dental nurse - GDC 332031
- Ffion Jones: Trainee dental nurse
- Lauren Golding: Receptionist
- Milly Westwood: Receptionist

Our skilled team are committed to ongoing training, development, and clinical excellence. Through continuous professional education, audits, and evidence-based practice, we ensure that you always receive the most up-to-date and effective care in a safe environment.



Where possible, we are happy to accommodate requests to see a particular dentist of your choice.

Accessibility

At North Wales Dental Hub, we believe in equal access to care. Our facilities are designed to support all patients, including those with disabilities, with accessible entrances, toilet facilities and parking. Please let us know about any additional needs when booking your appointment, and we will do our utmost to assist. All information is available in accessible format and Welsh language upon request.

Registering as a New Patient

We are currently accepting new NHS patient registrations from the Dental Access Portal (DAP) and Private Patients by email, phone or walk in. Registration For private patients can be done by phone or via email.

For NHS patients, registration is managed through the DAP.
<https://dhw.nhs.wales/product-directory/our-digital-services/dental-access-portal/>

Appointments and Recalls

In order to help you remember your visit, we will send you an email one week prior to your appointment. We also send a text reminder 72 hours prior to your appointment. Please remember this is only a courtesy service and it is ultimately your responsibility to ensure you attend all booked appointment.

The frequency of your recall appointments is based on your individual oral health needs.

If you are unable to attend an appointment, you need to let us know as soon as possible. 48 hours is preferable, giving us time to relocate the appointment.

Failure to attend or repeated late cancellations may affect your access to NHS dental care with us.

NHS Dental Charges and Exemptions



If you normally pay for your NHS dental treatment, there is four standard charges, The amount you pay will depend on the treatment you receive.

You will pay one of the charges below:

Band	Treatment	Charge
1	This charge will include an examination, diagnosis and preventative care. If necessary, this will include: X-rays, oral health advice and planning for further treatment.	£20
2	This charge includes all necessary treatment covered by the £20.00 charge plus: additional fillings, root canal treatments, extractions and periodontal treatment (for gum disease).	£60
3	This charge includes all necessary treatment covered by the £20.00 and £60.00 charges plus more complex procedures such as: crowns, dentures and bridges.	£260
4 (Urgent Care)	This will include an assessment, diagnosis and preventive care. If necessary, it will include X-rays and any treatment to stop significant worsening of the presenting issue or to address severe pain.	£30

You will only pay one charge even if you need to visit more than once to complete a course of treatment. Repeated periodontal reviews will be charged as a band 2 for each review.

For details on exemptions and support, please refer to: [NHS dental charges and exemptions | GOV.WALES](#)

Emergency and Urgent Care

We aim to see patients with urgent needs within 48 hours. Dental emergencies are treated as a priority, with the aim of reducing pain and restoring comfort as quickly as possible.

Private Dental Care

We provide a wide range of private dental services. A full price list is available and displayed in the reception area and on our website. Please enquire at reception for further details.

Patient Records and Data Protection



Your personal and clinical information is always treated in strict confidence. We comply fully with the Data Protection Act 2018 and GDPR requirements.

Records are securely stored, regularly updated, and only accessible by authorised members of the team. Patients may request access to their records in writing in line with GDPR guidelines.

Services provided

The practice will deliver a full range of general dental services, including: NHS and private dental examinations and diagnostics, Preventative care and oral health advice, Restorative treatments including fillings, crowns, bridges, and dentures, Periodontal care, hygiene treatments, and preventive therapy, Emergency and urgent care in accordance with NHS Wales protocols, Cosmetic treatments (private), including whitening and implants.

Protecting Our Staff

Our staff are committed to delivering professional and compassionate care. We expect our patients to treat them with respect at all times. Aggressive, abusive, or violent behaviour will not be tolerated and will result in removal from the practice.

Complaints Procedure

We take complaints seriously and aim to resolve any issues promptly and fairly. Complaints can be made verbally or in writing to the Practice manager Chloe Blissitt or the complaints manager Mostafa Hassaan.

All complaints are acknowledged within 2 working days.

A full response is usually provided within 30 working days.

If you are dissatisfied with our response, you may escalate the complaint to the relevant NHS authority, the Healthcare Inspectorate, or the Ombudsman.

Full complaints policy and contact details are displayed in our reception area.

Contacts

The private dental complaints service: call 08456 120540 or visit www.dentalcomplaints.org.uk

The Health Inspectorate Wales: the patient would be directed to the HIW leaflet "concerns and complaints about health services in Wales" and/or call: 0300 062 8163
email: hiw@gov.wales



The Health Ombudsman: [0300 790 0203](tel:03007900203) or visit <https://www.ombudsman.wales/>

Our Complaints Policy is clearly displayed in Reception and our Complaints Manager is Mr Mostafa Hassaan.

As per the Private Dentistry (Wales) Regulations 2008, we ensure that any private patient complaints are acknowledged within 2 working days of receipt, and a written response is within 30 working days. If you feel the matter has been unresolved then please refer to the Dental Complaints Service call: **08456 120540**.

If you are an NHS patient wishing to make a complaint, you have the option to make your complaint to them under the NHS Wales – putting things right complaints process. However please contact our complaints manager in the first instance to allow us the opportunity to resolve any concerns you may have.

To contact the NHS direct you need to contact the complaints manager at the Betsi Cadwalader University health board.

Telephone: 03000 851234

Email: bcu.complainsteam@wales.nhs.uk

In writing: Betsi Cadwalader University health board, the complaints team, Ysbyty Gwynedd, Bangor, Gwynedd, LL57 2PW.

Alternatively, you can contact Llais Wales who can help with complaints advocacy. If you need to get in touch with them, please see contact details below:

Tel: 01978 356178

Email: northwalesenquiries@llaiscymru.org

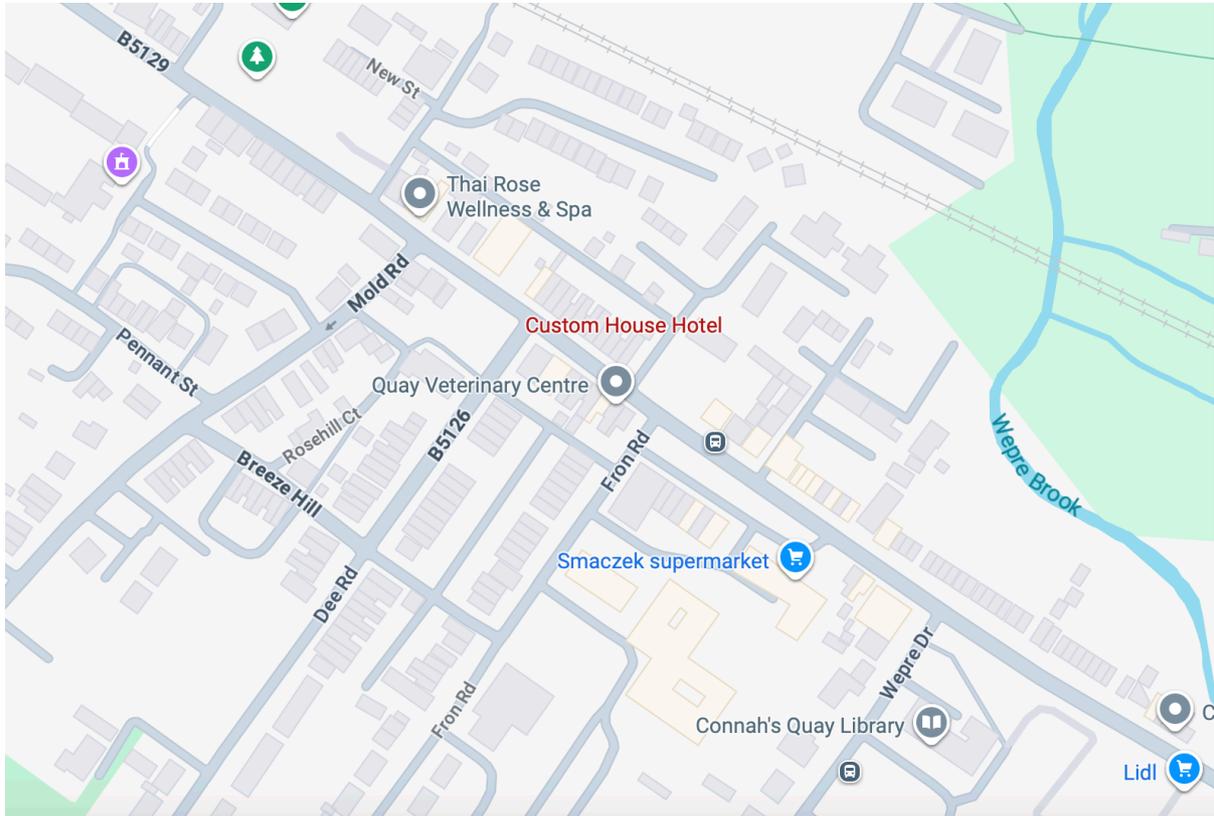
Address: Llais Wrexham

Units 1B + 1D Wilkinson Business Park, Clywedog Road South, Wrexham Industrial Estate, Wrexham, LL13 9AE.

 North Wales Dental Hub – Putting Patients First, Every Step of the Way



NORTH WALES DENTAL HUB



This leaflet is reviewed at least annually. Any revisions will be submitted to HIW at least 28 days prior to implementation.