



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: Dental nurses - GDC 298066
- 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://dhcw.nhs.wales/product-directory/our-digital-services/dental-access-portal/>

Appointments and Recalls

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 NHS dental treatment. The amount you pay will depend on the treatment you need to keep your teeth and gums healthy.

The new Care Packages from 01/04/2026 require that laboratory work include a separate fee for the preparatory clinical work, but unlike the previous banding this no longer include the laboratory fee.

For non-exempt patients: The patient pays the whole value of the laboratory invoice issued to the practice. The patient also pays the relevant NHS patient charge for the care package.

NHS Charges Exemptions include:

- Children under 18 years of age
- Young people under the age of 19 still in full time education
- Women who are pregnant or have a child under 12 months of age
- If you are an NHS inpatient and the treatment is carried out by the hospital dentist
- If you or your spouse (including civil partner) are receiving Income-based Job Seekers Allowance
- If you or your spouse (including civil partner) are receiving Income Support
- If you or your spouse (including civil partner) are receiving Income-related Employment and Support Allowance
- If you or your spouse (including civil partner) are receiving Pension Credit Guarantee Credit
- If you are named on or are entitled to a valid NHS tax credit exemption certificate
- If you or your spouse (including civil partner) are receiving Universal Credit and qualify for free dental treatment. You should be named on an exemption letter
- If you are named on a valid HC2W certificate
- If you are named on a valid HC3W certificate, you may be eligible for partial help with dental costs

*** Note: If you are exempt from paying for your NHS treatment (e.g. Income Support or Universal Credit) then please refer to <http://www.healthcosts.wales.nhs.uk/low-income-scheme> for further details.

Charges will apply for each selected package, along with any associated laboratory fees.

Title	Charge	Description
Urgent Care Package	£37.50	Urgent appointments include an oral health assessment (including soft tissue). Should provide relief from pain and/or prevent significant deterioration, with onward referral if required. Should normally provide a long-term solution. Where appropriate, should consist of permanent definitive treatment, including
New Patient Assessment	£27.21	Includes global health and clinical assessment (including soft tissue) and intraoral radiography. Prevention includes diet advice and Oral Hygiene instruction (based on clinical exam), risk factor management including smoking/alcohol/sugar reduction advice, topical fluoride application, high concentration fluoride toothpaste prescription and fissure sealants (for enamel
Simple Restorative Care Package	£36.03	Includes fillings, temporary crowns, Hall crowns and extractions up to a combined total of 4 teeth.
Extensive Restorative Package	£68.75	As per simple restorative package for 5 to 8 teeth. Composite material for anterior teeth (canine to canine). Posterior teeth to use clinically appropriate materials, which includes both amalgam and amalgam alternatives.
Periodontal Care Package	£48.53	Includes plaque score and tailored Oral Health Instruction, 6-point pocket chart, professional mechanical plaque removal and pocket
Denture Care Package	£86.40	Excludes laboratory charges (paid directly by the patient, unless exempt from NHS charges). Includes upper and lower dentures, including Cobalt Chrome dentures if clinically indicated.
Stabilisation Care Package	£75.00	For patients who present with 7+ carious teeth, where at least two of the teeth have caries extending to close proximity or into the pulp and the patient is keen to engage. Includes extractions, DBOH prevention, Glass Ionomer intermediate restorations, pulp extirpation, removal of
Anterior Root Canal Package	£91.18	For up to two teeth 1-3, includes any permanent restorations.
Posterior Root Canal Package	£182.72	Posterior and pre-molar root canal package, for up to two teeth. Includes Second molars if the tooth is strategically necessary to maintain dentition. Includes any cuspal coverage needed, excluding laboratory charge (paid by patients, unless exempt from NHS
Crown Bridge, Inlay, Onlay and Veneer Care Package	£140.44	Excludes temporary restorations. Up to a 3-unit bridge or up to two crowns or where a crown and bridge are both provided a single cantilever bridge and single crown would be provided under a single care package. Includes study models, posts and cores etc. Excludes laboratory charges (paid directly by the patient, unless
Miscellaneous Care Package	£25.00	Includes: denture repair/addition/reline, denture ease, study models, bite raising appliance, biopsy, repair/replacement of a crown, bridge or veneer, removal of sutures, pericoronitis, ANUG, orthodontic urgent issues, arrest of haemorrhage, dry socket. Excludes laboratory charges (paid directly by the patient, unless exempt from NHS

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 always treat them with respect. 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.

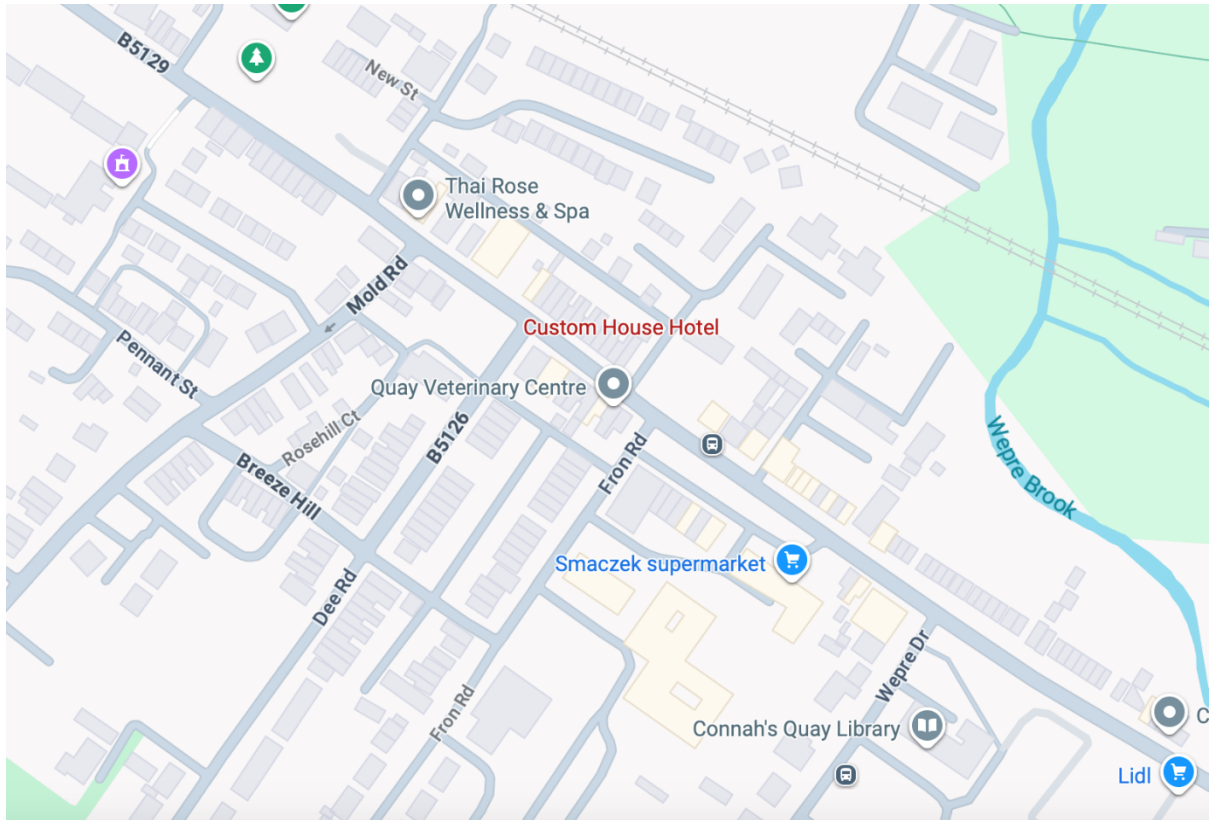
Alternatively, you can contact Llais Wales who can help with complaints advocacy. If you need to get in touch with them, please see contact details below:

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.



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

Date patient information leaflet created	30/03/2026
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