

Patient Care:

We actively seek patients' reviews of our services through verbal communication, survey results and analysis of any complaints we may receive.

We would strongly encourage our patients to attend regularly in order to achieve or maintain good oral health. We will undertake an Oral Health Assessment during your first appointment in order to ascertain and agree your treatment needs.

Missing appointments wastes time and resources which are needed for other patients. Our practice policy is that if, on more than one occasion, patients cancel with less than 48 hours' notice or do not attend an appointment, we will require a non-refundable deposit before booking further appointments. We will of course take any special circumstances into account.

Patients who are violent or abusive to practice staff, to other patients or anyone else on the premises will be refused treatment and reported to the appropriate authorities.

If you are not satisfied with the outcome of our complaints procedure, you can contact:

Dental Complaints Service
Tel: 020 8253 0800
www.dentalcomplaints.org.uk

Healthcare Inspectorate Wales
Rhydycar Business Park, Merthyr Tydfil CF48 1UZ
Tel: 0300 062 8163
www.hiw.org.uk

Payment:

We prefer card payments. However, cash is accepted in certain circumstances.

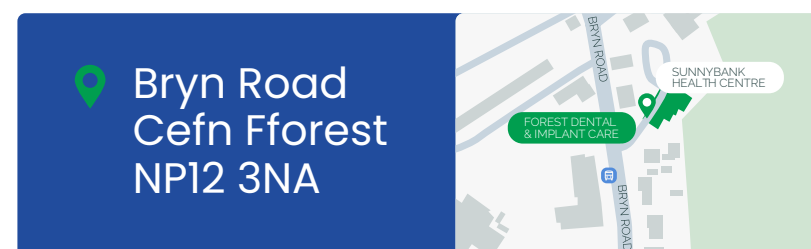


How To Find Us:

Forest Dental is situated just off the main Bryn Road, next to Sunnybank Health Centre.

We have a public car park with plenty of parking also available in the surrounding residential area.

There is good access via public transport with bus stops for No.8, 12 and 14 on Bryn Road, just up from the practice.



Enter the 3 words into the free what3words app to find us.

Emergency contact:

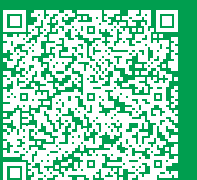
In hours call:	01443 807845
Out of hours:	07397 901567

Please give us 48 hours' notice if you are unable to attend for your appointment. A charge may be applied if you fail to attend or give us short notice.

**FOREST
DENTAL**

Your Guide to Forest Dental Services

Tel: 01443 807845
Email: hello@forestdental.org
For more information visit:
www.forestdental.org
or scan the QR code.



Practiceplan

Meet The Practice Team

Dr Jamil Torofdar BDS	Dentist GDC 277573
Dr Halima Torofdar BDS	Dentist GDC 284315
Dr Usman Ahmed BDS	Dentist
Dr Zohaib Ahmed	Dentist GDC 289415
David Nutall	Clinical Dental Technician
Sarah Homolka	Dental Therapist GDC 145682
Mashaal Junaid	Dental Therapist GDC 324084
Sophie Howard	Dental Hygienist GDC 297050
Emily Brown	Group Manager GDC 254885
Shannon Williams-Carew	Lead Dental Nurse
Alicia Furber	Dental Nurse GDC 268553
Fiza Mughal	Dental Nurse GDC 313455
Nicole Locke	Dental Nurse GDC 313884
Madison Coles	Dental Nurse GDC 334434
Sophie Campbell	Trainee Dental Nurse
Lili Hewitt	Trainee Dental Nurse
Seren Cartwright	Out of Hours Call Handler
Natasha Brennan	Practice Cleaner

All staff keep up to date with developments in Practice and professional life by complying with The GDC's mandatory Lifelong Learning Scheme.

Opening Hours

Monday	8AM – 5PM
Tuesday	8AM – 5PM
Wednesday	8AM – 5PM
Thursday	8AM – 5PM
Friday	8AM – 1PM

*The Practice is closed for lunch between the hours of 1PM to 2PM Monday to Thursday.

Private Treatment:

We provide a full range of private dental services, including sedation and short-term orthodontics for patients over 18, and referral to specialists if required. Our charges are displayed in the waiting room, and we will always explain your options and costs before treatment begins. Patients over 18 can also join our Practice Plan scheme.

If you would like to make an appointment, please telephone the practice and we will be pleased to arrange a convenient time for you. Our normal procedure is to ask for payment at each visit. We are unable to arrange home visits.

Wheelchair access: Forest 1 is on the ground floor with wheelchair access to the waiting room and surgeries. Forest 2 has steps at the entrance and is not wheelchair accessible, so please tell us when booking if you need step-free access.

In an Emergency:

Whenever possible, please contact us about dental emergencies during normal opening hours. If you think you need to be seen the same day, please get in touch as early as possible, ideally *before 10.00 am*.

Outside opening hours, please call our out of hours number. At weekends and on bank holidays calls are triaged by our own team, and a dentist is available to see you if appropriate.

During opening hours: 01443 807845
Out of hours: 07397 901567

Complaints Procedure:

If you have a complaint, please speak to reception, who will pass it to our Group Manager, Emily Brown. We will acknowledge your complaint within two working days and aim to resolve it within ten working days.

You can request a copy of our complaints procedure from reception.

You may also contact:

Dental Complaints Service
020 8253 0800
Healthcare Inspectorate Wales
0300 062 8163

Patient Confidentiality:

Patient confidentiality is taken extremely seriously, and all personal information is treated in the strictest confidence. All staff members have access to patient information. All patient records are securely stored to ensure that any patient information is only accessed as part of your treatment.

We have a strict confidentiality policy. No information will be released to a third party without your expressed permission. If you would like to see a copy of our confidentiality policy, or if you would like information regarding your rights to view your own patient records, please ask at reception.

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www.forestdental.org