

# DentalNova

## Patient Information Leaflet



### Practice Details

#### DentalNova

**Address:**

26 Commercial Street,  
Pontnewynydd,  
Cwmbran,  
NP44 1 DZ

**Telephone:**

01633 483679

**Website address:**

[www.dentalnova.co.uk](http://www.dentalnova.co.uk)

**Email address**

[surgery@dentalnova.co.uk](mailto:surgery@dentalnova.co.uk)

### Welcome

We are a caring family practice who have been established for 25+ years. We care for your healthy smile and we always aim to exceed your expectations. The Practice offers large variety of dental services. Among the Services we provide are hygiene treatments, root canal treatments, fillings, crowns, veneers, bridges, dentures, extractions and preventive treatment (incl. fissure sealant and topical fluoridation) and education. Giving you regular dental advice and preventative information to help you take care of your teeth and gums should reduce the need for dental treatment.

### New patients

We provide dental care for adults and children under Private care and Monthly Plans . Leaflets with information about the fees we charge are available from Reception or our website. If you wish to register with the practice, please contact our receptionist, who will make an appointment for a new patient dental check.

### The Dental Team

#### Dentist(s)

**Nik Chochev**

Dentist *Zahnarzt Jena 2008* GDC No. 189691  
Practice Owner

**Anthony Tsoi**

*BDS Cardiff University 2019* GDC No. 284131  
Associate Dentist

#### Dental Hygienist(s).

**Sophie Howard**

*Hygienist Dip Dent Hygiene 2021*  
GDC No. 297050

#### Dental Nurse(s)

**Ganga Saru**

*Dental Nurse National Certificate NEBDN 2019* GDC No. 285071

**Anam Batool**

*Diploma in Dental Nursing Level 3 QCF City & Guilds 2024* GDC No. 318473

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**Olu Oyegbile**

*Trainee Dental Nurse*

**Practice Manager**

**Desi Nikolova**

*National Diploma in Dental Nursing NEBDN 2023 GDC No 310703*

### Opening Hours

Monday 9-13 & 14-18

Tuesday 9-13 & 14-18

Wednesday 9-13 & 14-17:00

Thursday 9-13 & 14-18

Friday 9-13 & 14-16.00

### Appointments

To Book appointments please call the surgery on 01633 483679 , online via website or call in person.

You receive appointments for regular check-ups by text or post. Please ensure your details are up to date with reception.

If you are unable to keep an appointment, please give us at least 24h notice. Please note that every patient who fails to attend two consecutive appointments without providing a reason within 24h prior of his appointment will be discharged of our dental care.

### Emergency and Out-of-hours Care

If you have a dental emergency, telephone reception as early in the day as possible, during opening hours you will then be given an appointment in a time-frame that is appropriate to your needs. If you require emergency care, you will be seen the same day. If you require urgent care, you will be given advice to help manage the symptoms and seen within 24 hours. If you have a dental emergency when the practice is not open, telephone reception and a recorded message will give details of our out-of-hours' service

### Care and Treatment

Treatment information and advice will be provided by your dentist and our dental hygienists; please ask to ensure you are happy with the treatment you are being offered or you have any questions to our professional team who will ensure you are answered so that everything is clear and understood

- Gum Disease
- Orthodontic Treatment
- The Dental Hygienist
- Crowns
- Bridges and Dentures
- Root Canal Treatments

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- Dental Implants
- X-Rays
- Cosmetic Dentistry
- Treatment for Anxious Patients

### Charges

Any treatment offered will be estimated, discussed and agreed with you in advance. Your Dentist will discuss with you the costs associated with your treatment. Payment can be made by cash or credit card.

### Access and Facilities

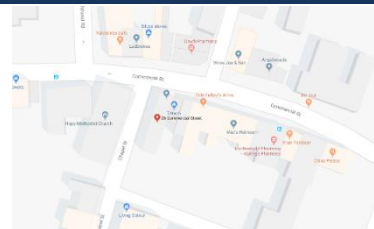
The practice is adjacent to a public car park which has parking spaces reserved for disabled peoples' use, a ramp at the entrance, suitable corridors and doors. If you have any concerns about accessing our services, telephone or email for advice.

The whole practice is on one level and all facilities are easily accessible

Unfortunately we do not have toilets adapted for use by disabled people and a baby-changing station.

### Directions

You can find us at:  
26 Commercial Street,  
Cwmbran,  
NP44 1DZ



### Practice Policies

The Practice has a number of policies to ensure that we provide the best possible care for our patients. All patient information is processed in line with the Data Protection Act 1998, and is treated with the strictest confidence

### Feedback

We always welcome feedback. Please complete one of our feedback forms at reception or online on our website.

### Complaints procedure

We aim to make your experience at our clinics as pleasurable as possible. However, if you have any concerns about the service we have provided that cannot be resolved at your local clinic, please contact our practice manager, Mrs Desi Nikolova on 01633 483679 who will be able to deal with your complaint and explain our complaints procedure. Alternatively, you can pick up a written copy of the procedure from our practice or you can find it on our website.

Date of last review 09.12.2025