

# DentalNova

## Statement of purpose



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This practice is registered with and regulated by the HIW for the following activities.

### Aims and Objectives

We always aim to deliver a very high standard of dental treatment in a caring, safe and thoughtful environment aiming to provide excellent oral health to all our patients attending the practice. It is our aim to always provide the highest quality dental treatment in line with current and past research and evidence, choosing minimally invasive approach where possible. The service we provide aims to increase the awareness of prevention and positive health choices. We keep up to date with current dental techniques through continual education and training so that we may deliver comprehensive treatment choices to our patients. We ensure that all members of our team have the right skills and training to carry out their duties competently.

### Registered Provider Details

Name: DentalNova Limited

Company Registered Office: Celtic House Caxton Place, Cardiff, UK, CF23 8HA

Company Director: Nikolay Chochev

Business Name: DentalNova

Business Address: 26 Commercial Street, Cwmbran, NP44 1DZ

Business Telephone Number: 01633 483679

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

### Registered Manager Details

Name: Nikolay Chochev

Contact e-mail: [nik@dentalnova.co.uk](mailto:nik@dentalnova.co.uk)

### Information about Staff:

#### 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*

##### Olu Oyegbile

*Trainee Dental Nurse*

#### Practice Manager

##### Desi Nikolova

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



### Service, treatments and Facilities

We list below the regulated activities carried out:

#### 1. Diagnostic and screening procedures:

- To arrange and agree appointments and review appointments within an appropriate personal time frame with patients.
- To perform a full detailed examination of patient's oral health using relevant diagnostic equipment taking into account relevant medical history.
- To establish an individually developed personal dental health regime for each patient to meet their dental care needs and aim for a high level of oral health.

#### 2. Treatment disease, disorder or injury.

- To provide a high quality and a range of dental services to the whole community including consultations, radiographs, routine restorative work, cosmetic dentistry, implant placements, endodontic treatment and treatment of periodontal disease.
- To inform patients of the results of such diagnostic and screening procedure with a view to discussing treatment options, costs, risks, advice etc.
- To refer to appropriately qualified specialist dental practitioner where necessary and will provide temporary treatment if required.
- To keep patients well-informed of costs and to discuss treatment progress at each stage, obtaining relevant valid consent.
- To create an atmosphere in the practice in which the patients feel relaxed and able to discuss freely their dental health issues.
- To provide a service based on prevention and to establish a personal treatment plans for the patient.

#### 3. Minor Surgical Procedures

- To provide detailed information and explanations to patients where a surgical procedure is necessary outlining the benefits, procedures involved, risks and outcomes etc.
- To obtain valid consent for all surgical procedures carried out at the practice.
- To monitor patient progress in accordance with relevant clinical protocols to ensure that recovery is both full and uneventful.

#### As a practice we will:

- Wherever possible, see patients on time and give an apology and an explanation if we run late by more than 10 minutes
- Operate within a policy and culture of openness and honesty in everything that we do.
- Use good quality modern materials and approved techniques.
- Support continuing staff training and development.
- Spend sufficient time with the patient to meet their clinical needs.
- Promote a culture of good and open communication with patients so they can help shape our service provision.

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### Our patients can help us achieve these aims by:

- Patients only book appointments which they are able to attend
- Understanding the need for change to sustain a good quality service.
- When providing feedback on any aspect of service this is done in a non-confrontational, friendly and courteous manner. We will always try to accommodate patient's views and respond quickly and sympathetically.
- We require each patient to provide to us with an accurate Medical History detailing past and present conditions including medication.

## Patient Views

### Patient Involvement Rights

- DentalNova takes full account of patient comments, their rights and autonomy.
- At the Practice we conduct regular survey of patient views on the service care and treatment provided.
- The Practice information leaflet and website are available to patients to give full details of services provided and invite comments
- DentalNova has an in-house complaints policy for the effective and easy resolution of patients' complaints and concern.
- Patients' need and expectations are assessed at the outset and treatment alternatives, benefits and risks are explained fully before treatment is started and valid consent is always secured.

## Statement Equality, Diversity and Human Rights

- DentalNova recognises the principles of Equality, Diversity and Human Rights for its patients and for its employees.
- Discrimination, Harassment and victimisation are defined in our practice policy and all staff are required to conform to this policy and to bring to the attention of Desi Nikolova any issues which might violate the principles contained in our policy
- Desi Nikolova is responsible for considering and taking action if any instances which may breach our policy and are brought to her attention.

## DBS CHECKS

All dentists at DentalNova Practice hold a current Enhanced CRB Check as required by the Health and Social Care Act.

## Location for regulated activities:

These activities will be carried out exclusively at the following location, using the surgeries and equipment provided and maintained by the Service Provider.

DentalNova  
26 Commercial Street  
Cwmbran  
NP44 1DZ



### Practice Opening Hours and information on out of hours care:

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

### 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

### 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 reception team 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.

### Brief Description of Location:

DentalNova practice is a small but modern dental practice all on one level. We have ramp access to the practice. We are located near public car park. We are easily accessible and within walking distance of the town centre of Cwmbran.

### Date on which the statement of Purpose was agreed:

06.10.2022  
Last Reviewed 09.12.2025