

Ravenhill Dental Care

566 Middle Road
Ravenhill
Swansea
SA5 5DH



Adobe Stock | #1650223818



Opening Hours

Monday to Friday
9.00am to 5.30pm

Closed 1pm to 2pm

Telephone: 01792 581031

Email:

ravenhilldentalsurgery@hotmail.co.uk

The Dental Team

Mr Behrooz Khoshooee BDS GDC 251421

Director and Principal Dentist

I'm Bruce. I am kept busy with my family which includes my wife and our three children. We spend our weekends outdoors, on the beach or camping. I enjoy travelling, listening to music and a massive Man Utd fan although unfortunately the glory days seem to be over, for now. My Experience ranges from hospital and community dentistry, treating phobic patients, to general practice. I pride myself on listening carefully to my patients' needs and concerns before agreeing to the right course of treatment. I have a particular interest in orthodontics and cosmetic treatment.

Mrs Maysoon Elbashier BDS GDC 198982

Associate Dentist

I'm Maysoon and originally from Sudan where I attended the University of Khartoum and gained my Dentistry degree (BDS) in 2006. I came to Swansea in 2014 where I first worked in private practice. I am married with two children and enjoy taking my family on long walks and cycling. I also enjoy Arabic calligraphy art. I spent some time in the Maxillofacial Department in Morriston Hospital as a Senior House Officer (SHO) where I gained extensive experience in surgical treatment. I have also completed a course in advanced restorative dentistry.

Ms Nerys Roberts BDS GDC 318208

I'm Nerys and originally grew up in Myddfai West Wales but now live in Swansea. I started Dentistry, later on in life as it was something I always wanted to do but never had the time. I qualified in 2024 at Dundee University where I gained my Degree of Bachelor of Dental Surgery in Dentistry. My Passions are my dogs, which I have three German Shepards, I also enjoy music, concerts and walking. I'm really enjoying my first-year practicing Dentistry at Ravenhill and would like to further my career in specializing in Oral surgery. I am also a Welsh speaker.

If a copy of your personal records is desired, you must ask for it by letter to the practice manager. Feedback is welcome, and questionnaires are available at reception. Appointments can be made at reception personally, or over the phone. The practice manager Mrs. Dawn Barrow will deal with any complaints and can be contacted by phone on 01792 581031 or e mail at ravenhilldentalsurgery@gmail.com, you can obtain a leaflet at reception explaining our complaints procedure. Any further information can be obtained by contacting:

Swansea Bay Headquarters, 1 Talbot Gateway, Baglan Energy Park,
Baglan, Port Talbot SA12 7BR Tel: 01639 683344

Llais, Neath Port Talbot and Swansea Region, Cimla Health and
Social care Centre, Cimla, Neath SA11 3SU

Tel: 01639 683490

E mail: nptandswansea.enquiries@llaiscymru.org

Public Services Ombudsman for Wales, 1 Ffordd y Hen Gae,
Pencoed CF35 5LT Tel. 03007900203.

HIW Welsh Government, Rhydycar Business Park, Merthyr
Tydfil, CF48 1UZ, Tel. 03000628163.

General Dental Council, 37 Wimpole street, London
W1G 8DQ. Tel. 02071676000.

**The out of hours emergency services are run by NHS Direct
and can be contacted by dialling: 111.**

Opening Hours:

6.00pm – 10.00pm Mondays, Wednesdays, Fridays

10.00am – 2.00pm Weekends and Bank Holiday

Our Team of Dental Nurses (DCPS)

We have a very experienced group of Dental Nurses consisting of seven GDC registered nurses with a wealth of experience between them, and a receptionist. Our senior DCP Debra Marensi is also qualified in Radiography for Dental Nurses, impression taking and Fluoride Varnish application. Our DCP Hayley Shepherd is an Award-Winning Oral Health Educator, and our DCP Kerry Tonkin is qualified in X ray taking for Dental Nurses and An Oral Health Educator. Our other nurses are Nicola who speaks Welsh, Neave, Rhianna, Justine and our receptionist Michelle



The Practice

The Dental Practice was opened in 1946 by the late Mr F N Stares who passed away in 2019 aged 103 yrs. On his retirement he passed the practice on to his son Roger who remained at the practice up to his retirement in April 2001. He was succeeded by Mr Elliott who in turn retired in 2021, where Mr Khoshooee took over.

Currently, there are two dental surgeons, one Dental Foundation dentist, a therapist, a hygienist, a manager, six DCPs and a receptionist at practice.

The premises has a central reception area, in the front and a small area at the back, six ground floor surgeries, a spacious waiting room front and back of the practice and toilet facilities with disabled access is also available. Modern techniques and materials are used to provide quality dentistry in our practice. We are also teaching and training practice for dentists. Our manager and qualified dental staff have experience in all aspects of dental care and undertake development training every year to keep up with new technologies and regulations. They are happy to answer questions about dental treatment and give advice on our range of quality dental products and services.

We provide information on the services we provide, both NHS and Private, cost etc at our reception desks. Our practice policy is to remove any patients from our NHS list if two appointments are missed within a 6-month period.

A wide range of services under the NHS is offered and would include for example: examination, x-ray, simple scale, perio treatment, fillings, extractions, certain root canal treatments and acrylic dentures. These treatments are listed under the NHS banding charges and Information is available at reception. In addition, a range of private treatments are offered, for example: Crown's, Bridges, Veneers, Orthodontics, Botox, facial aesthetics and cheek fillers.

Under our private scheme we also provide tooth whitening, valplast dentures, crown and bridge work etc. Further, information is available at reception. The surgery operates a nil-tolerance policy, with regard

to abuse, or violence and offenders will be removed from our patient lists. In certain cases, Police involvement will be called. Patient information is confidential and can only be accessed by members of staff and is not shared With a third party.

Toilet facilities with disabled access also available. Modern techniques and materials are used to provide quality dentistry in our practice. We are also teaching and training practice for dentists. Our manager and qualified dental staff have experience in all aspects of dental care and undertake development training every year to keep up with new technologies and regulations. They are happy to answer questions about dental treatment and give advice on our range of quality dental products and services.



Mrs Gemma Kelly GDC 185826

Dental Therapist

I'm Gemma. I started in Dentistry as a Dental Nurse. I wanted to further my career in dentistry so decided to become a Dental Therapist. I qualified in 2010 at Cardiff University where I gained my Diploma of Higher Education in Dental Therapy and Hygiene. As a Therapist I am able, to carry out fillings, periodontal treatment, scaling, extraction on children etc. I have been working in private and NHS practices since qualifying as a therapist and have gained vast knowledge and experience over the years. I joined the team at Ravenhill in 2022. I enjoy music and spending my spare time with my partner, and two boys. We enjoy camping, canoeing and all outdoor activities.

Mrs Annelyse Mclean GDC 271891

Hygienist

I'm Annelyse and started at Ravenhill in 2019. I qualified as a Dental Hygienist in 2017 and gained a Diploma in Dental Hygiene at Cardiff University. I have been working as a hygienist within the NHS and for private practices and have gained valid experience and knowledge since qualifying. I enjoy spending time with my husband and baby daughter, socializing with family and friends, travelling and keeping fit.

Dawn Barrow GDC 150493

Practice Manager

I'm Dawn and have been working at the Ravenhill Dental Surgery for over 30 years. I started with Mr Roger Stares, in 1992 then 2001 with Mr Robert Elliott and in 2022 Mr Behrooz Khoshooee. I began as a Dental Assistant in 1992 and qualified as a Dental Nurse in 2000. I went on to qualify in Radiography gaining the NEBDN for Dental Nurses in 2001. I became a Practice Co-Ordinator under Mr Elliott and gained experience and achieved a level 3 ILM qualification in Practice Management and Finance. I became Practice Manager 2003. I enjoy watching films, walking and spending time with my family, especially my three grandchildren, who keep me busy. I'm always available, if you have any queries regarding your treatment, you have received please feel free to email me on ravenhilldentalsurgery@gmail.com

