

Meet the team

Dentist

Simon C Rice GDC Number:72138. BDS Manc 1996. Male. Full time

Simon graduated with honours from Manchester University in 1996. After working for several years in Manchester he moved to South Wales, joining the practice 1998. He took over ownership of the practice in 2001. Simon encourages a relaxed atmosphere at the practice.

Dental Therapist / Hygienist

Nicole Newbery-Williams GDC Number:11166 CEB 1998. Female. Part Time (Tuesdays & Wednesdays only)

Qualified as a dental hygienist / therapist at the Heath Dental Hospital Cardiff in 1998. Nicole had worked in community and general practice prior to joining the team at Hilltop View in 2002.

Practice Manager – Registered Manager

Lisa White

Lisa began working at the practice in 1986, initially as a receptionist, becoming practice manager in 1996. Lisa is the longest standing staff member

Dental Nurses

Michelle Franklin GDC Number:117342 – joined the practice in 1988

Clair Morris GDC Number:126833 – joined the practice in 1994.

Mahnoor Sohail (Noor) GDC Number; 294281 – joined the practice in 2021

Treatment Co-ordinator

Georgia Kilgallon GDC 315901 – joined the practice in 2020

Dental nurses are enrolled onto the trainee dental nurse course with Learnkit. Trained nurses and other staff have personal development plan which involves

completing continual profession development courses both face to face and online.

Opening hours

The practice is open and dentists are available by appointment at the following times:

Monday & Wednesday – 8:30am to 17:30pm

Tuesday & Thursday – 9:00am to 17:00pm

Friday 9:00am to 1pm

Closed for lunch daily 1pm – 2pm

Appointments

Appointments can be made by telephoning the practice during working hours.

On occasions, if you are kept waiting there may have been an emergency we have had to deal with or a previous treatment has taken longer than anticipated. Please be patient, we will be with you as soon as possible. Please give as much notice as possible if you need to change or cancel an appointment. If two appointments are missed without cancellation we have the right to take you off the practice list.

Our services

We aim to promote dental health with good oral hygiene and dietary control. To help achieve this, we recommend regular check-ups, and hygienist visits if appropriate.

- Tooth whitening
- White fillings
- Crowns, veneers and bridges
- Natural looking dentures in acrylic or chrome
- Custom-made sports mouth guards for children and adults
- Orthodontics – all potential cases will be referred to an Orthodontist. Children with a severe over-crowding problem may be entitled to NHS treatment.
- Oral cancer screening – we routinely screen for oral cancer at every check-up in order to pick up any potential problems early on.

Disabled Access

We have a downstairs surgery, which has full wheelchair access. There is a pay and display car park opposite the practice with ample parking.

Paying for your dental care

We are a private dental practice with operates a ‘pay as you go’ payment scheme. Children and young people under 18 (under 19 if in full time education) are treated free of charge under NHS. A written treatment plan with costs will be given for all treatment needing a return visit. We accept cash and all major debit / credit cards. Payment for your treatment is due at the appointment time. A monthly payment scheme by Denplan is available. For more details please ask at reception.

Aggressives or violent patients

Aggressive behaviour, physical or verbal, will not be tolerated. Any patients or visitor guilty of such behaviour will be refused any further treatment at this practice. In cases of physical violence, police will be called immediately.

Complaints policy

We want you to be entirely satisfied with your care and treatment. If you are not satisfied with the care or service provided at the practice please talk to our practice manager, Mrs Lisa White. Who will deal with the complaint according to the practice complaints policy.

Patient information

All information is totally confidential to the practice. Relevant information may be disclosed to a third party such as a GP, specialist or hospital with the patients permission (unless in a medical emergency situation). Our detailed data protection leaflet is available on request.

28/11/25

Emergency Care

If you have a problem during surgery hours, please contact the practice as early as possible in the day on 01495 224 166. Please note only patients who attend regularly will be eligible for an emergency appointment.

If you require treatment outside of surgery hours please telephone 01633 744 387. Out of hours treatment is provided by Aneurin Bevan Health Board, Unit 1, Newbridge Gateway, Bridge Street, Newbridge, NP11 5GH.

Private patients out of hours emergency number 07528186198

Useful telephone numbers

Dental Helpline - 01633 744387

NHS Direct - 08454647

Aneurin Bevan Local Health Board - 01495 241200



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www.hilltopviewdentalpractice.co.uk

222 High Street

Blackwood

Gwent

NP12 1AJ

01495 224166

e-mail:

reception@hilltopviewdentalpractice.co.uk

Welcome to our practice

Our practice endeavours to provide you with a warm and friendly atmosphere in which to receive your dental treatment. We take special care of nervous patients by offering support and understanding and we have a great deal of experience so you can feel reassured knowing you are in safe hands. We are a private practice but are able to see children up to the age of 18, or 19 if still in full time education under the NHS. We aim to build a rapport with children from the time they grow their first tooth as this is the best time to educate and help prevent problems before they occur. We place great emphasis on 'prevention is better than cure' and can advise you on how best to manage your dental care. With a wealth of knowledge amongst staff and a range of available products and treatments, good oral health is always achievable.