



Greenacre Orthodontics

14 Wepre Drive

Connah's Quay

Flintshire

CH5 4HA

Tel: 01244 818111

info@greenacreortho.co.uk

www.greenacreortho.co.uk

WELCOME TO OUR PRACTICE

Greenacre Orthodontics provides NHS specialist led orthodontic services as well as private services. A specialist orthodontist is someone who has completed comprehensive additional training and is registered with the General Dental Council Specialist List. To undergo NHS orthodontic treatment your child needs to be referred by a dentist.

WHAT IS ORTHODONTICS

Orthodontics is a specialist branch of dentistry concerned with the diagnosis and management of irregularities of the teeth, jaws and face. Braces apply gentle pressure to move teeth into the most desirable positions. In a growing patient, braces can also be used to modify growth of the jaws to an extent, helping to correct discrepancies in the jaw size and improve a patient's appearance.

The first appointment is to explore your concerns and conduct an assessment, we will discuss our findings with you and your parent/guardian (if you are under 16). If you qualify for treatment, further appointments are needed before starting.

Average treatment time is 18-24 months but this will vary according to the circumstances. There is a need for regular visits, often every 8 weeks to have the brace adjusted. Braces will not work without regular adjustment and maintenance, appointment attendance is essential as there are significant risks to the unsupervised wear of braces.

You will need to look after your teeth and brace well, follow your orthodontist's instructions and attend regularly to have your brace adjusted. We stock a range of dental care products designed to help keep your teeth and braces clean during treatment.

During your orthodontic treatment remember to visit your own dentist regularly, to check that your teeth and gums are healthy.

NHS AND PRIVATE CARE

NHS Patients under the age of 18 have the right to receive clinically necessary treatment funded by the NHS. The criteria for eligibility for this are set nationally by the NHS and oral health needs to be at a level to support treatment, this includes the need for the teeth and gums to be healthy. Please note replacement appliances for NHS patients are chargeable and need to be settled at the start of the appointment.

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**Registered address: Chester House, Lloyd Drive, Ellesmere Port, CH65 9HQ. Registered No: 11866579
England and Wales**



[@greenacreorthodontics](https://www.instagram.com/greenacreorthodontics)

We also offer a range of private treatment at Greenacre Orthodontics, should you be interested we would be more than happy to discuss these options including costs and payment plans with you.

Our Dental Practice is registered with the Healthcare Inspectorate Wales (HIW) and the Registered Manager is Dr Mohammad Owaise Sharif.

OUR TEAM

Dentists and specialists

Fyeza Noor Janjua Sharif – Specialist Orthodontist and Principal

GDC Reg. 101392

DDsc (Ortho), BDS, MFDS RCPSG, MRes, MOrth RCS Ed

Mohammad Owaise Sharif – Specialist Orthodontist and Principal

GDC Reg. 103257

PhD, BDS (Hons), MJDF RCS Eng, MSc, MOrth RCS Ed, FDS (Ortho) RCS Eng, FHEA

Alison Johnson – Specialist Orthodontist

GDC Reg. 68193

BDS (Hons), MSc (Orthodontics), M.Orth RCS Ed

Madhavi Seshu – Consultant Orthodontist

GDC Reg. 100759

BDS, MDS, MFDS, M.Orth, FDS. Orth

Nicholas Stanford – Consultant Orthodontist

GDC Reg. 113275

BSc (Hons), BDS, MSc, MFDS RCS Ed, MOrth RCS Ed, FDS (Ortho) RCS Ed, FHEA

Keely Smith – Specialty Doctor in Oral and Maxillofacial Surgery

GDC Reg. 104016

BDS, MFDS RCS Ed, PGCTLCP

Management team

Lydia Kolaitis – Practice Manager

Susanne Ellis – Business Development Manager

GDC Reg. 246148

Therapists and hygienists

Kelly Hughes – Orthodontic Therapist

GDC Reg. 116145

Diploma in Orthodontic Therapy RCS (Edin) 2020

Hannah Hughes – Orthodontic Therapist

GDC Reg. 259386



Larni Foo – Orthodontic Therapist

GDC Reg. 301132

Diploma in Orthodontic Therapy, Royal College of Surgeons of Edinburgh, 2026

Deepika Rajan – Dental Hygienist and Therapist

GDC Reg. 310031

Please note, if you would prefer a particular practitioner, let us know; however, this is not always possible and may delay your treatment. Additionally, not all of our clinicians provide NHS treatment.

Nursing team

Amir Hamzah – Dental Nurse

GDC Reg. 305020

City & Guilds Dental Nursing; BDA Radiography; DTQ Orthodontic Nursing; BOS IOTN Calibration

Clare Eastwood – Dental Nurse

GDC Reg. 163342

National Certificate NEBDN 1995; BDA Radiography 2019

Laura Aston – Dental Nurse

GDC Reg. 273693

NVQ Level 3 Dental Nurse; Radiography; Impression Taking

Faith Pisani – Trainee Dental Nurse and Receptionist

Kacey Williams – Trainee Dental Nurse and Receptionist

Reception and administration team

Dajana Gjoka – Receptionist

Natasha Fawcett – Receptionist

All staff receive the appropriate training to ensure they are competent and confident to carry out their work responsibilities. An annual appraisal process helps identify the specific training needs of an individual and all staff complete regular Continuing Professional Development (CPD) to maintain and enhance their knowledge.

OPENING HOURS AND ACCESSABILITY

Monday: 08:30-12:30 and 13:00 – 17:15. Tuesday to Friday: 08:30-12:30 and 13:30 – 17:15

There is wheelchair access to the building, and two ground floor surgeries as well as an accessible toilet. Additionally, we have onsite parking with designated accessible parking at the front of the building.

APPOINTMENTS

Appointments can be booked over the telephone or at reception, if you find you cannot attend an appointment, please provide at least 24 hours' notice.

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Successful orthodontic treatment is a partnership between the patient and the orthodontic team. Whilst every effort is made to offer appointments that are most convenient for our patients, please appreciate that there is high demand in accommodating schooling commitments. We ask patients to be flexible as widely spaced appointments will delay treatment and pose risk. Importantly, we cannot guarantee after-school appointments.

EMERGENCY CARE

We provide emergency treatment required during practice hours as soon as is reasonably practicable. Should you have an emergency out of hours you may leave a message on the answerphone and we will get back to you as soon as possible. If you have a problem that can't wait, please call please contact NHS Direct on 111.

DATA PROTECTION AND CONFIDENTIALITY

The practice complies with all relevant data protection and confidentiality legislation to keep your information secure and private. We are registered with the Information Commissioner's Office (ICO). Patient details are able to be accessed by all our clinicians and administrative staff. These are treated in the strictest confidence and you may request this information by writing to us. For more information, please see our Data protection privacy notices published on our website www.greenacreortho.co.uk.

ZERO TOLERANCE

We operate a Zero-tolerance policy against violence or abusive behaviour towards our staff or patients. Violent/abusive behaviour will not be tolerated and if the incidence is serious we may notify the police.

FEEDBACK AND CONCERNS

We welcome feedback from patients and visitors. If something has gone wrong, please tell us. You can raise a concern in person, by telephone, in writing or electronically. Raising a concern will not adversely affect your care.

HOW TO TELL US

Please contact Dr Fyeza Sharif, Complaints Manager, or Dr Mohammad Owaise Sharif, Deputy Complaints Manager, using the practice's usual contact details. It is best to tell us as soon as possible. Concerns can normally be raised within 12 months; we may still consider a later concern where there is good reason.

NHS-FUNDED CARE

Concerns about NHS-funded care arising after 31 March 2026 are handled under Listening to People, the NHS Wales complaints, incidents and redress process. We will listen, explain the options and help you access support.

We aim to acknowledge your concern within two working days and will do so no later than five working days. We will offer a listening discussion by telephone, video or face to face. We will ask how you prefer us to communicate, whether you need Welsh or another accessible format, whether you would like advocacy, and what outcome you seek. If you raise a concern verbally, we will make a written record and give you a copy in an accessible format.

If suitable and you agree, we will try Stage 1 early resolution within 10 working days from acknowledgement. If early resolution is unsuitable or does not resolve the concern, we will explain Stage 2, seek your consent to share the concern with Betsi Cadwaladr University Health Board (BCUHB), notify BCUHB Primary Care Clinical Governance, and wait for the Health Board to advise whether Greenacre or BCUHB should lead. We will keep you updated, explain our findings, apologise where appropriate and tell you what will change.

Concerns raised up to and including 31 March 2026 continue under Putting Things Right.

ADVICE, SUPPORT AND NEXT STEPS

BCUHB People's Enquiry and Resolution Service (PEARS): BCU.PEARS@wales.nhs.uk or 03000 851 234 (Monday-Friday, 10:00-16:00).

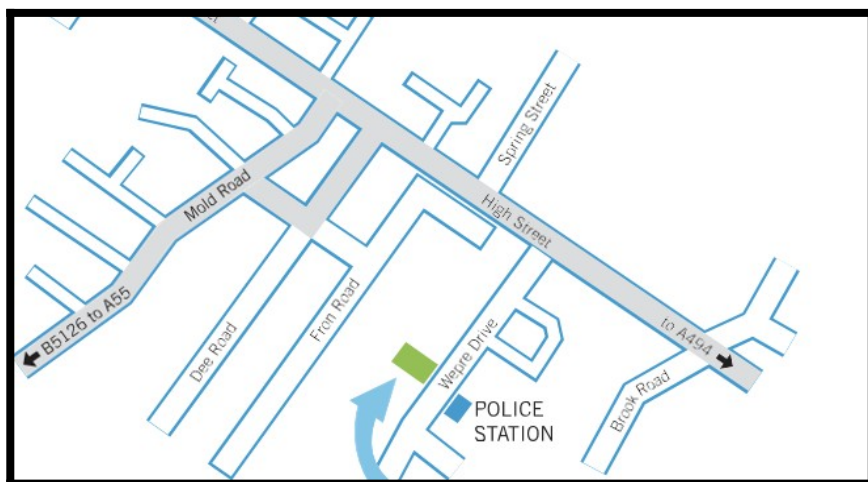
Llais provides free, independent and confidential complaints advocacy: 02920 235 558, enquiries@llaiscymru.org, www.llaiswales.org.

After the NHS complaint response, you may contact the Public Services Ombudsman for Wales: 0300 790 0203, www.ombudsman.wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ.

Healthcare Inspectorate Wales does not resolve complaints made to the practice, but welcomes feedback to inform inspections: hiw@gov.wales, 0300 062 8163, www.hiw.org.uk.

For unresolved complaints about private dental treatment, contact the Dental Complaints Service: 020 8253 0800 (Monday-Friday, 09:00-17:00), 37 Wimpole Street, London, W1G 8DQ, dcs.gdc-uk.org.

HOW TO FIND US



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Updated: August 2026

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