

Freedom of Information Request	FOI 23-434-02	23 November 2023
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## **Your request**

You requested the following:

1. I'm just trying to find out if I'm entitled to a check after several years of being told there's no NHS dentist available at the Bupa Dental Practice, Welsh Street Chepstow. Should they be offering NHS services if they cannot fulfil?

## **Our response**

1. Prior to June 2023, the Bupa Dental Practice, Welsh Street Chepstow was offering 'check-up' appointments to NHS patients. However, between July-September 2023 the practice was operating a reduced service and were only able to offer urgent appointments to patients due to workforce issues.

As of October 2023, the practice has increased its workforce and is now able to offer new and historic patients 'check-up' appointments from May 2024.