

## Treatments available (continued):

**Implants:** are a way to replace single or multiple missing teeth. Our dentists are experienced at providing this treatment at the practice.

**Facial Aesthetics:** The provision of wrinkle reducing botox or dermal fillers to enhance facial features by an experienced and qualified individual is available.

**Hygienist services:** Let our excellent hygienist help you maintain a healthy and sparkling smile.

**Just ask our helpful and friendly team and we would be happy to talk**

## Complaints

We aim to make your experience at the practice as smooth as possible. However, should you have any concerns, comments or complaints, please contact either Dr Imran Nathoo or Mrs Sian Dugdale who will be able to deal with your complaint and talk you through our procedures. You can obtain a written copy of our complaints procedure by asking at reception or from our website. Any feedback is welcomed either directly at the practice or via email. If we cannot resolve the issue these numbers maybe of use:

**Cardiff and Vale Local Health Board** Tel: 029 218 36318 Email: [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk)

**Public Services Ombudsman for Wales** Tel: 0300 7900203 Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

**Health Inspectorate Wales** Tel: 0300 0628163, email: [hiw@gov.wales](mailto:hiw@gov.wales)

**General Dental Council** [information@gdc-org.uk](mailto:information@gdc-org.uk) or calling 0207 167 6000

## Contact Information

**Website:** [www.bayhousedentalpractice.co.uk](http://www.bayhousedentalpractice.co.uk)

**Email:** [contact@bayhousedentalpractice.co.uk](mailto:contact@bayhousedentalpractice.co.uk)

**Tel:** 02920 231258

**Address:** 59 Cathedral Road, Pontcanna, Cardiff, CF11 9HE

**Dental Out of Hours:** 0300 1020247

### Practice opening hours:

Monday to Thursday: 8.30am to 5pm

Friday: 8.30am to 3pm

## Bayhouse Team

Dr Imran Nathoo BDS - Practice Principal GDC No: 103493

Dr Andrew Webber BDS - Associate Dentist GDC No: 77694

Dr Andrew Nourish BDS - Implant and Orthodontics GDC No: 74345

Mrs Michelle Kelland Jones - Hygienist GDC No: 3959

Mrs Vanessa Bacerra Sanchez - Hygienist GDC No: 282882

Miss Beverly Johns - Dental Nurse GDC No: 160568

Miss Kate Gregory - Dental Nurse GDC No: 293072

Miss Laura Morris - Dental Nurse GDC No: 304963

Miss Meggie Way - Dental Nurse GDC No: 272902

Mrs Sian Dugdale - Reception and Admin Lead

Ms Michelle Morris - Reception



Bayhouse Dental Practice has been established on Cathedral Road for over 40 years.

In that time we have looked after generations of families and hope to continue for many years to come.

Our **Practice Philosophy** is to provide the highest standard of care to all our patients in a friendly and comfortable environment.

# Join Denplan

Budget for your dental care with affordable monthly payments

90% of patients say being on a Denplan payment plan makes it easier to look after their oral health\*



**Access Policy:** We have provision for ground floor dental services and access for wheel chair users. We cannot accommodate mobility scooters within the building and our ground floor w/c is not wheel chair accessible.

**Car Parking** our patient car park is accessed through the lane adjoining Plasturton Place and Talbot Street. As you enter the parking area please park on the right at an angle to the stone wall.



**Patient Confidentiality** We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. We have a strict confidentiality policy which can be viewed on our website or a print out can be made available to you.

**Zero Tolerance:** Whilst our patients have the right to question, comment or complain about the treatment or service they receive at Bayhouse we will not tolerate any verbal or physical abuse to any of the team at Bayhouse. Any such behaviour would result in treatment and services being withdrawn with a refusal to be seen at the practice. Further legal action may also be pursued.

**Cancellation/Missed Appointments Policy:** There may be a charge if you do not give us sufficient notice or miss your appointment (private patients only). If we need to cancel your appointment we will give you as much notice as possible.

The practice would be grateful for 24 hours notice if you need to cancel an appointment. We do understand that on some occasions, late cancellations are unavoidable.



## Treatments available:

**All aspects of routine dentistry:** Examination, hygienist services, direct fillings in tooth colour materials, denture work, extraction and emergency services.

**Cerec Restorations** represent an innovative way of making tooth coloured porcelain crowns, fillings or veneers in a single visit.

**Orthodontics:** is the treatment involved in straightening teeth using fixed or removable braces or clear aligners. Our dentists are very experienced in providing orthodontic treatment for both adults and children.