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

Public Services Ombudsman for Wales Tel: 0300 7900203 Email: ask@ombudsman-wales.org.uk

Health Inspectorate Wales Tel: 0300 0628163, email: hiw@gov.wales

General Dental Council information@gdc-org.uk or calling 0207 167 6000

Contact Information

Website: www.bayhousedentalpractice.co.uk

Email: 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 may years to come.

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

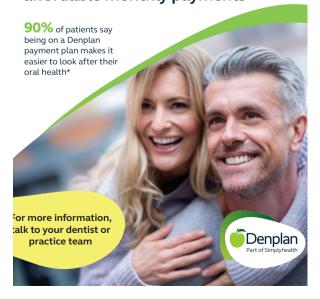
Access Policy: We have Car Parking our patient provision for ground floor car park is accessed dental services and access through the lane adjoining for wheel chair users. We Plasturton Place and cannot accommodate Talbot Street. As you enter mobility scooters within the the parking area please building and our ground park on the right at an floor w/c is not wheel chair angle to the stone wall. accessible.

Cancellation/Missed There may be a charge if Appointments Policy: The you do not give us practice would be grateful sufficient notice or miss for 24 hours notice if you your appointment (private need to cancel an patients only). If we need appointment. We do to cancel understand that on some appointment we will give occasions, late cancelations you as much notice as are unavoidable.

your possible.

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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.



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.