

Treatments available (continued):

Implants: Dental implants are a way of replacing single or multiple missing teeth. Our dentists are experienced in providing this treatment at the practice.

Facial aesthetics: We offer wrinkle-reducing treatments such as Botox and dermal fillers to enhance facial features, delivered by an experienced and qualified clinician.

Hygienist services: Our hygienist can help you maintain a healthy, fresh, and confident smile.

Please speak to our friendly team if you would like any further information—we will be happy to help.

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 Amber Nathoo 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:

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 or please call NHS on 111

Website: 111.nhs.uk

Practice opening hours:

Monday to Thursday: 8.30am to 5pm

Friday: 8.30am to 1pm

Bay House 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

Mr Ben Marriott - Hygienist GDC No: 258452

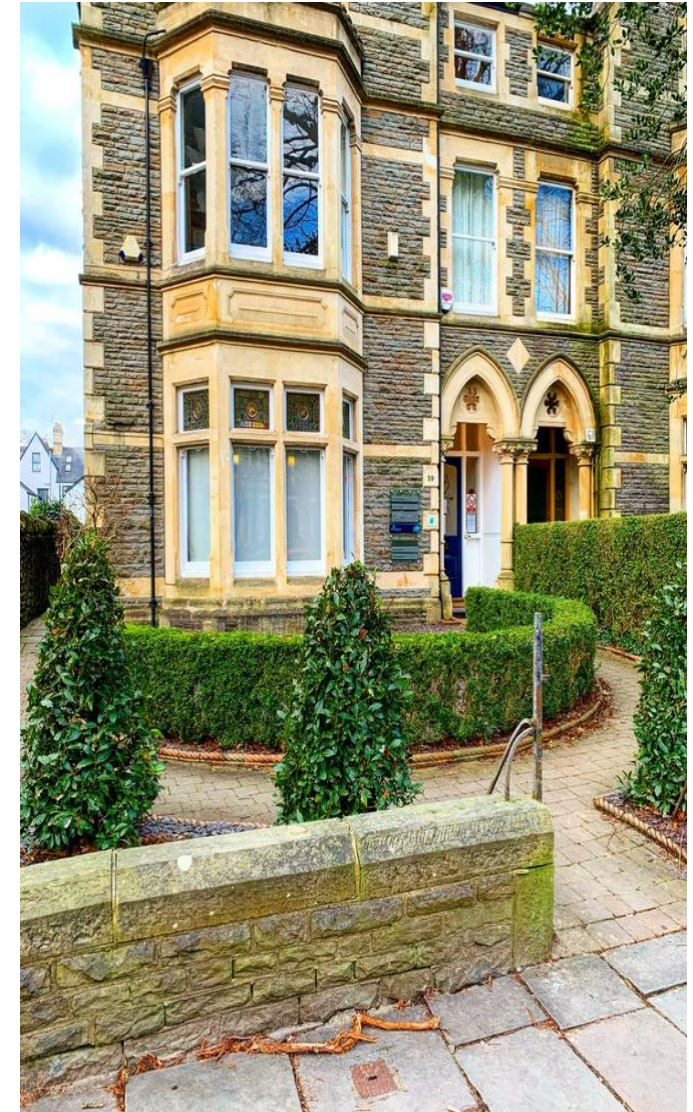
Miss Beverly Johns - Dental Nurse GDC No: 160568

Miss Kate Gregory - Dental Nurse GDC No: 293072

Miss Jasmine Johnson – Dental Nurse GDC No: 290598

Miss Anabel Piri - Receptionist

Mrs Amber Nathoo – Practice Manager



Bay House Dental Practice has proudly served the local community from Cathedral Road for over 40 years. Since becoming a fully private practice in 2026, we have continued our commitment to providing high-quality, personalised dental care.

Over the years, we have had the privilege of caring for generations of families, and we look forward to welcoming both existing and new patients 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.



Spread the cost of your dental care

BAY HOUSE
DENTAL PRACTICE

-  Reduces the risk of dental issues in the future
-  Access to preferential fees on select treatments
-  Saves money vs private pay-as-you-go
-  Request help from Global Dental A & E Scheme

59 Cathedral Road, South Glamorgan, Cardiff, CF11 9HE

Access Policy:

We provide ground-floor dental services and wheelchair access to the practice. However, we are unable to accommodate mobility scooters within the building. Please also note that our ground-floor toilet facilities are not wheelchair 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 very seriously. All personal information is treated in the strictest confidence.

We operate a strict confidentiality policy, which is available to view on our website. A printed copy can also be provided on request.

Zero Tolerance:

Patients have the right to question, comment on, or complain about the care they receive at Bay House. However, verbal or physical abuse towards our team will not be tolerated. Such behaviour may result in treatment being withdrawn, refusal of future care, and, where appropriate, legal action.

Cancellations / Missed Appointments Policy:

The practice would be grateful for at least 24 hours' notice if you need to cancel an appointment.

We understand that, on some occasions, late cancellations are unavoidable.

A charge may be applied if sufficient notice is not given or if you miss your appointment. If we need to cancel your appointment, we will give you as much notice as possible.



Treatments available:

All aspects of routine dentistry, including examinations, hygienist services, tooth-coloured direct fillings, denture work, extractions, and emergency care.

CEREC: Restorations provide an innovative way of producing tooth-coloured porcelain crowns, fillings, or veneers in a single visit.

Orthodontics: Involves straightening teeth using fixed or removable braces, as well as clear aligners. Our dentists are highly experienced in providing orthodontic treatment for both adults and children.

