



Dental
Care



GIG
CYMRU
NHS
WALES

Practice information

At Bupa Dental Care Cardiff - Mermaid Quay the
patient always comes first



Welcome to Bupa Dental Care Cardiff - Mermaid Quay

We're here to support you on your journey to better oral health through high-quality dental treatment and patient care. We do everything we can to ensure your visit with us is a positive experience, our friendly and professional team is always on hand to answer any questions you might have.

What's more, we meet all the Healthcare Inspectorate Wales standards in sterilisation and cross infection control, and we maintain our equipment to the highest level.† To find out more about Bupa Dental Care, please visit www.bupadentalcare.co.uk

Our dental services

At Bupa Dental Care Cardiff - Mermaid Quay we treat NHS[†] and private patients, offering a range of dental treatments and services. We'll always do our best to satisfy any requests for reasonable adjustments, but if this isn't possible we'll direct you to nearby practices that can meet your needs. This could be supporting any learning disability, meeting your vision, hearing or mobility needs, neurodiversity, translation requirements or cultural preferences, such as requesting a specific gender of clinician. We'll always strive to meet your request, though it may not always be achievable. Please see the disability access section of this leaflet for access in this practice.

†You can read our latest inspection report at www.hiwi.org.uk

We understand that you may be worried about having dental treatment. If this is the case, please let us know and our experienced team will work with you to reduce any anxiety you feel.

Chaperones

We provide chaperones routinely for most treatments we provide. If you require a chaperone for a dental hygienist appointment, please let us know in advance.

Making a complaint

If you are unhappy with our service, please do not hesitate to contact us in the practice. Contact the Practice Manager first, raising your concern with us directly means we can begin looking into it straight away.

Practice Manager email:
donna.lovell@bupadentalcare.co.uk or
email us at **Patient.Complaints@bupadentalcare.co.uk**

If you're a private patient, you can contact the Dental Complaints Service (DCS) by telephone **020 8253 0800**, or visit – **<https://dcs.gdc-uk.org>**

Both NHS and private patients can contact Healthcare Improvement Wales (HIW): **www.hiw.org.uk**

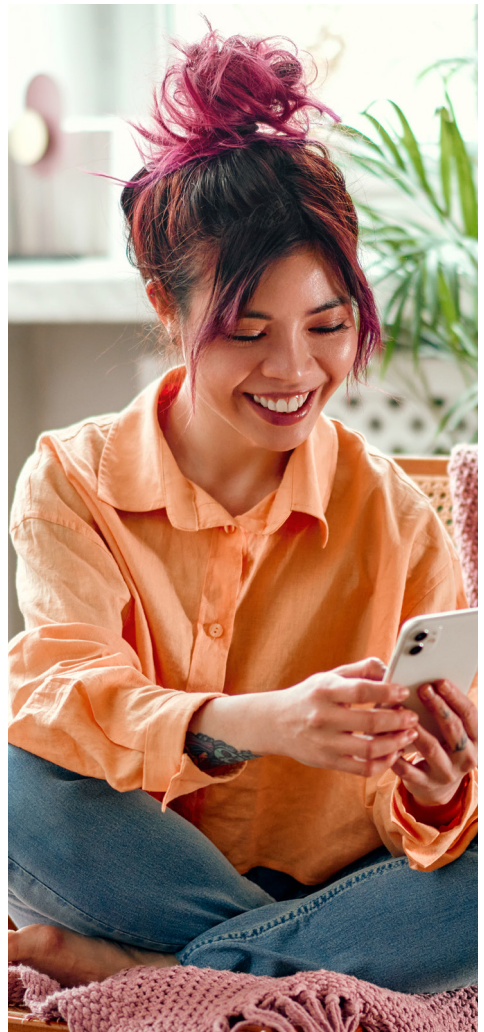


We offer

- **Private dentistry**
Comprehensive service with convenient appointment times
- **Hygienist services**
For preventative treatment
- **Cosmetic dentistry**
Including crowns, bridges and veneers
- **Dental implants**
Replacement of missing teeth
- **Teeth whitening**
- At-home whitening
- **Sedation**
For nervous patients
- **Specialist endodontics**
Dealing with diseases of the dental pulp and its supporting structures
- **Facial aesthetics**
Non-surgical cosmetic treatment to enhance your natural features

Specialist dentistry

We are part of Bupa Dental Care, one of the largest networks of specialist dental practices in the United Kingdom. If you require specialist dental treatment, your dentist may refer you to the nearest specialist dental practice or specialist dentist for assessment and treatment. You can also seek advice by calling us directly on 02920 481212.



Meet our team

Our skilled team currently consists of six general dentists, one specialist and three hygienists. Please visit our website for full biographies.

DR Peter Murray Dentist

BDS
Implants
Sedation
GDC number 62541
Date of registration: 1987

Dr Matthew Johnson Dentist

DMD Debrecen
GDC number 117924
Date of registration: 2007

Dr Nia Morgan Dentist

BDS
MFDS
GDC number 80784
Date of registration: 2002

Dr Iffy Malik Dentist

BDS
GDC number 251569
Date of registration: 2015

Asseel Al-Najjim Dentist

BDS
MFDS
GDC number 170128
Date of registration: 1995

Dr Islam Shalash Specialist Endodontist

Bachelor Degree of Oral and
Dental Medicine and Surgery
Cairo
GDC number 306401
Date of registration: 2023

Lisa Railton Hygienist

CEB Cert in Dental Hygiene
GDC number 3953
Date of registration: 1990

Monika Filipowicz Hygienist

s36C of the Dentists Act 1985-
2011
GDC number 213251
Date of registration: 2011

Tasneem Wareth Hygienist

Dip in Hygiene Cardiff
University 2023
BSc Honours in Dental
Technology
GDC number 308295
Date of registration: 2021

Roles in the Dental Team

Dentist

Most dentists work as general dental practitioners (GDPs), providing dental care to patients. They lead the practice team in diagnoses and development of treatment plans, and provide dental treatment to their patients.

Dental Hygienist

A dental hygienist will focus on the prevention and treatment of gum disease and associated problems. They will provide treatments independently or under referral from a dentist, such as:

- Scaling teeth (at times under local anaesthetic)
- Polishing teeth
- Applying topical fluoride and fissure sealants
- Providing oral health advice and education
- Taking dental X-ray and impressions of teeth if they have the qualification

Dental Nurse

A dental nurse supports the whole dental team in the treatment of patients. They are also responsible for decontamination and cross infection control and ensuring patient safety in the practice.

Preventative dentistry

We strongly recommend regular visits to your Bupa Dental Care dentist and hygienist to maintain healthy teeth and gums.

If problems are detected early, we can treat them before they develop further and become serious.

Our commitment to you.

We will:

- Advise you on how to achieve and maintain healthy teeth and gums
- Provide you with a choice of available treatment options
- Explain why treatment is necessary and what it involves
- Provide you with a full treatment plan and estimate of costs
- Ensure all information is clear and easy to understand
- Provide quality dentistry using modern and safe equipment
- Advise you on how often you should have a check-up based on your specific needs

Payment options

Payment for treatment is due after each appointment and can be made by cash or most major credit cards. We also offer a range of finance options that make it easier to cover the cost of treatment. Ask your practice for further details.

Bupa Smile Plan: A simple monthly payment scheme which includes check-ups, hygiene appointments and a 10% discount on selected treatments.

We welcome Bupa insurance customers

Please ask at reception if you require further information on paying for your treatment.

Visit our website for more details and T&Cs: bupa.co.uk/dental/dental-care/ways-to-pay

Healthcare Inspectorate Wales

Bupa Dental Care practices are registered and compliant with the Healthcare Inspectorate Wales. For further details telephone **0300 062 8163** or visit – www.hiw.org.uk

Registered Practice Manager
DONNA LOVELL

Directors of Bupa Dental Care:
Mark Allan - General Manager
Neil Sikka - Director of Dentistry
Peter Crockard - Regional Clinical Director

Booking appointments

Call 02920 481212

You can book an appointment with our reception team. We also offer online booking on our website www.bupadentalcare.co.uk

Your dentist will advise you of when your next dental examination is required. The interval between check-ups depends on how healthy your teeth and gums are and your risk of future problems.

Emergency appointments

Call 02920444500

Please call us if you require emergency dental treatment. Should an emergency arise outside of our opening hours, our answering service will advise you of what you can do to access treatment as soon as possible.

Alternatively, for out of hours NHS advice, please call 111 or visit www.nhs.uk/nhs-services/dentists

Personal information

We recognise that when you give us personal information (which includes health information) you're trusting us to take good care of it. Please see bupa.co.uk/privacy for more information about how we collect, use and protect your data.

If you don't want to receive marketing about Bupa products and services that we think are relevant to you, please contact us at optmeout@bupa.com

Cancellations

We understand that things can crop up unexpectedly, so if you need to change or cancel your appointment, please provide us with at least 24 hours notice.

This allows us to offer your appointment time to other patients, ensuring we can provide our patients with the best possible access to dental care at Bupa.

Cancellation of private appointments at short notice may be subject to a charge.

Zero tolerance

We operate a zero abuse policy, both physical and verbal towards any member of our team. Any patient found to be in breach of this policy may have to find alternative dental care. Please respect the team who looks after you.

Disability access

We are able to support access for wheelchair users and those with specific mobility needs. Please contact us so we can ensure we can support any disability needs prior to booking your appointment. Interpretation services available on request.

Parking

Multi-Storey Car Park Nearby

Public transport

Train Station 100 yds away Bus Stop 50 yds away

Bupa Dental Care Cardiff - Mermaid Quay

Call 02920 481212
Email CardiffMermaidQuay@bupadentalcare.co.uk
Visit 11A Mermaid Quay, Cardiff Bay,
Mermaid Quay, Cardiff, CF10 5BZ

Opening hours

Monday	8.30am to 8.00pm
Tuesday	8.30am to 8.00pm
Wednesday	8.30am to 8.00pm
Thursday	8.30am to 8.00pm
Friday	8.30am to 5.00pm
Saturday	8.30am to 2.00pm
Sunday	Closed

We offer extended hours with early morning, and early evening appointments available, as well as some Saturdays.