

Statement of Purpose

Name of establishment or agency: Bupa Dental Care Pentwyn

Address: Bupa Dental Care, Pentwyn Drive, Pentwyn, Cardiff, CF23 7EY

Telephone number: 02920 731 761

Email address: Cardiff.Pentwyn@bupadentalcare.co.uk

Aims and objectives of the establishment or agency

We aim to provide a high standard of ongoing preventive dental care in a safe, caring, supportive environment in which our patients are treated with respect and dignity. We involve patients in decisions about their treatment, explain all available options clearly, and ensure informed consent is obtained. We refer patients when required and support understanding through interpreters or visual aids where necessary.

Registered Manager Details

Name: Gemma Roberts

Practice address: Bupa Dental Care, Pentwyn Drive, Pentwyn, Cardiff, CF23 7EY

Telephone number: 02920 731 761

Email address: Cardiff.Pentwyn@bupadentalcare.co.uk

Relevant qualifications: In-house training including Duty of Candour, Safeguarding, Equality and Diversity, CPR, Caldicott principles, and Legal and Ethical issues.

Relevant experience: Health and safety, GDPR compliance and team leadership.

Staff Details

Name	Position	Relevant qualifications / experience
Gemma Roberts	Practice manager	
Donna James	PCO	Dental Nurse competency
Tracey Hellier	Lead Nurse	NEBDN Dental Nurse
Jennifer Higgins	ICL	Diploma in Dental Nursing
Jodi Crosbie	Dental Nurse	Diploma in Dental Nursing
Chantelle Cadette	Dental Nurse	Diploma in Dental Nursing
Josie Loveless	Dental Nurse	Diploma in Dental Nursing
Katryn Jones	Trainee dental nurse	
Angelo Cardoso	Dentist	General Dental Practitioner
Jeeva Roy	Dentist	General Dental Practitioner
Marvin Ng	Dentist	General Dental Practitioner
Sahar Tiztak	Dentist	General Dental Practitioner
James Edwards	Dental Hygienist	Diploma in dental hygiene

Tasneem Wareth	Dental Hygienist	
Maria Doody	Receptionist	
Mia Bethell	Receptionist	

Services, Treatments and Facilities

- Diagnosis and monitoring of dental disease
- Preventive dental care
- Restorative treatments including fillings, crowns, bridges and dentures
- Root canal treatment
- Periodontal treatment
- Invisalign
- Care for both children and adults
- Soft tissue screening and referral where appropriate

Patients' Views

We undertake ongoing patient satisfaction surveys and discuss feedback at practice meetings. All feedback is acted upon and communicated to patients.

Arrangements for Visiting / Opening Hours

Monday: 08:30–19:30

Tuesday–Friday: 08:30–17:00

Saturday: 09:00–13:00

Answerphone service operates out of hours with NHS emergency contact details provided.

Arrangements for Dealing With Complaints

We have a published complaints policy reviewed regularly. All complaints are handled promptly, discussed in practice meetings, and logged to identify trends and drive service improvements.

Privacy and Dignity

We uphold confidentiality, informed consent, equality and human rights principles. All team members are trained to ensure dignity, respect, and fairness for patients and staff.

Document Control

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Author: Gemma Roberts

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