

Union Quay Bites

The new monthly newsletter from Union Quay Dental

AUGUST 2026

This month:

Our Ironman dentists return
from Copenhagen

Precision meets care:
How we use tech to give you the
best treatment experience

Business of the month:
31 The Quay

Plus:
You're invited to our first ever
Open House event



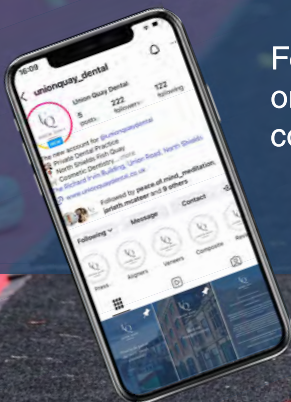
Welcome to Union Quay Bites

Welcome to the August edition of Union Quay Bites!

This month we're kicking off by shining a spotlight on our Business of the Month, 31 The Quay, a wonderful local restaurant just a short stroll away on North Shields Fish Quay. If you haven't visited yet, we'd highly recommend popping in and trying the delicious dishes they have on offer. Next up, in our "Precision meets care" feature, Principal Dentist Jarlath tells us about how we blend the latest dental technology with genuine, hands-on attention to give you the very best treatment experience.

Further in this edition, we catch up with Jamie and Kathryn, two of our very own dentists, who have just returned from completing the Copenhagen Ironman Triathlon. It's a huge achievement, and we can't wait for you to hear all about it. We've also got a roundup of local events happening in September to help you plan ahead, and we're delighted to share a heartfelt testimonial from Patient Terry, who recently had porcelain veneers at Union Quay Dental.

As always, thank you for being part of our community. We hope you enjoy this month's stories, and we look forward to seeing you in the practice soon!



Follow [@unionquay_dental](https://www.instagram.com/unionquay_dental) on Instagram for all new content and updates.



UNION QUAY
DENTAL

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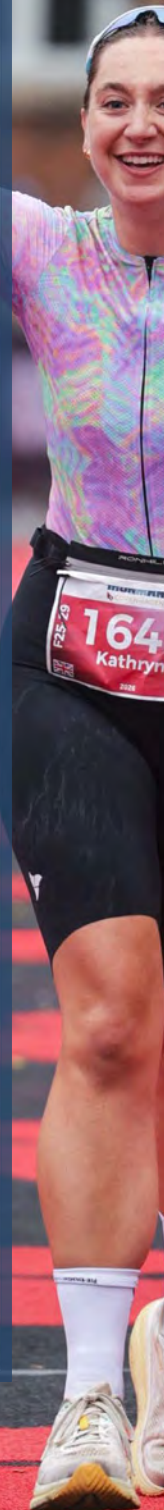
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Business of the Month

31 The Quay

Perched right on the edge of the River Tyne, this month's featured business is 31 The Quay, serving up panoramic water views alongside an exquisite, freshly prepared seasonal menu.



Chef Lewis Morrison talked to Union Quay Bites about his style of cooking and how the restaurant got to where it is today. Lewis, 33, from Killingworth, had originally planned to train as a teacher and even secured a place at university, but changed his mind at the last minute and decided to study catering at Newcastle College. He worked at Artisan in the Biscuit Factory for 6 years before coming to 31 The Quay, where he became a partner in the business after his first year.

Lewis explains "We opened in 2019, six months before the pandemic. During the lockdowns we provided dine-at-home packages, and were really happy to see many of those customers return to the restaurant when we re-opened."

31 The Quays serves a modern European menu with a strong focus on locally-sourced, seasonal ingredients. The August menu has included an Isle of Wight tomato tart with whipped ricotta and balsamic onions, and an English raspberry cheesecake with toasted almond ice cream and locally-foraged sorrel.

The chefs are passionate about using ingredients from our local area and there is always freshly caught seafood on the menu. Lewis says "In September we're getting into the start of the game season so there will be venison on the menu, plus vegetables like celeriac and other nice root vegetables."

Whilst dining in the restaurant you can watch the boats on the River Tyne to one side, and see the chefs working in their open kitchen on the other. It's an aspect of the location that Lewis particularly loves. He says "It's really nice being able to see the customer enjoying their experience here. It bridges that gap between the diner and the chef, sometimes they come and have conversations about the food or say they've enjoyed their meal. No two days are the same and I love that."

With its views, open kitchen, and a menu that keeps evolving with the seasons, it's easy to see why 31 The Quay keeps drawing people back.

31 The Quay is located in Smokehouse Two, Smith's Dock, North Shields.
Open Thursday- Sunday
Follow on Instagram @31thequay



Precision meets care



We sat down with our Principal Dentist, Jarlath McAteer, to talk about the technology behind the scenes at the practice. He explains why, for all the digital advances, the human side of dentistry still comes first.

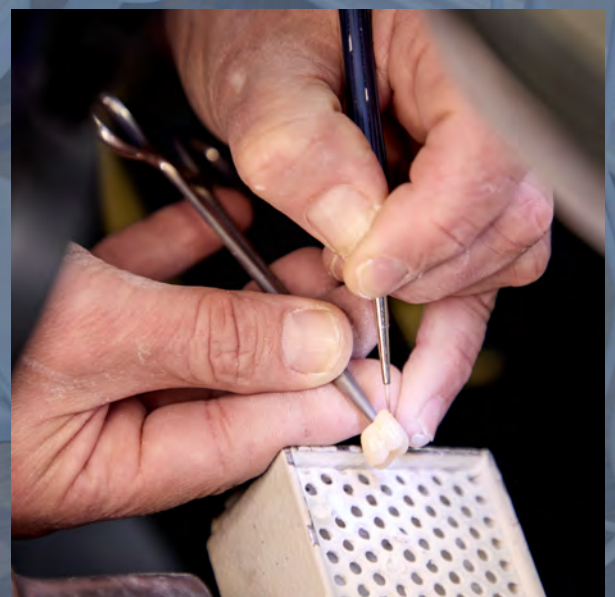
Since taking over the practice in January 2025, Principal Dentists Jarlath and Jamie have ensured that the latest technology is incorporated into every stage of the patient journey. "It's not just the treatment, it's the assessment and diagnosis too," Jarlath explains. "We use intra-oral cameras, digital X-rays, CBCT 3D imaging, digital scanning, and AI technology for reporting on radiographs. That's really the assessment side of things."

Built directly into the treatment chairs are Aceton c20 cameras, used alongside market-leading Medded i900 digital scanners. "That basically means we can take a really close-up image of the tooth. So from a communication point of view, if someone says, 'I've got a crack in my tooth,' we can take a picture and show the patient exactly what's happening" Jarlath explains.

Whether your teeth are being scanned ahead of getting crowns, composite bonding, or dental implants, all the digital imagery is uploaded to the cloud, goes to CAD-CAM software, and is designed digitally before it's either 3D printed or milled. This gives an exceptional level of detail and accuracy in the design process, which can then be hand-finished by our in-house technicians. Jarlath says "Sometimes if we're doing composites by hand, we'll still get a CAD-CAM design first, and that provides a template to aid our hand-moulding."

Final restorations are typically milled in zirconia or lithium disilicate. "Zirconia is what's used to make fake diamonds because it's super strong," Jarlath notes. Once milled, each piece is finished by hand: "Our technician adds in colour, stains and glazes it, so it's not just one flat shade."

3D printing plays its part too, for trial models, and sometimes temporaries. "If a patient is going through a phase where their mouth is changing, and you want to adjust the shape of something easily, 3D printing is really good for that," he says. "It provides an affordable temporary solution and it's easier to tweak."



Digital dentistry in action

Jarlath is clear that the biggest benefit for patients is accuracy. "Things are a lot more accurate now, planning-wise. Even when we fit fixed braces, we design the ideal bracket position digitally and 3D print a guide, so brackets are fitted precisely where they need to be."

Digital planning also means patients can see results before any treatment begins. "We can show a full smile makeover in someone's mouth before we start any dental work, without any unrealistic expectations" he says. "We can show people exactly what it's going to look like, and they can properly consent before we start."

One of the biggest changes, Jarlath says, has been behind the scenes. "We've now gone fully to AI notes. It means that within minutes of a patient walking out, I can send them a summary letter." The knock-on effect, he explains, is more time for care. "It means our team can focus on looking after the patient better, because they don't need to worry about jotting things down while I'm talking. They can be more hands-on and be there for the patient a lot more, and everything's ready for the patient when they leave, like their estimate and consent forms."

Asked whether he worries about human dentists being replaced by technology, Jarlath is unequivocal. "AI is really good for information gathering and as a diagnostic aid, but it has limitations. It can have a tendency to overdiagnose. A diagnosis isn't just an image, it's the patient's history, the clinical findings, and the extra tests together. AI can help make sure nothing's missed, but it can't replace clinical judgment."

The same goes for treatment itself. "The mouth isn't a controlled environment, it's unpredictable. Every filling is different. Robotics and AI will be able to do certain things, but it's never going to replace dentists," he says.

For Jarlath, it comes back to trust. "A lot of dentistry is about that patient relationship, building trust and communication. We use technology where it's best for the patient - to be more accurate, more efficient, and more transparent about what we're doing. But the relationship, the reassurance, the judgment in the room, that's still down to us."

We'll be delving into more of the technology in use at Union Quay Dental in future issues. If you'd like to see any of this technology in action at your next visit, just ask - we love showing people what's possible.



Ironman dentists return!



As our amazing dentists Jamie and Kathryn return from Copenhagen having completed their gruelling Ironman Triathlon, we caught up with them both to find out how it all went on race day.

So what was the atmosphere like on the day?

Kathryn: "From the start of the swim to the finish of the run the atmosphere was incredible. The city was buzzing and the crowds, cheering and music were unlike anything I've experienced before."

How did you feel going into it?

Jamie: "I was really nervous because with injuries and poorly timed weddings, my training hadn't quite gone to plan, especially the running!"

Kathryn: "I was feeling sick with nerves for days in the lead up to it. I knew I'd put in so much work but there were a lot of doubts, especially knowing how many things could go wrong over such a long day."

Tell us how the race unfolded for you...

Jamie: "The swim went really well. In the first 800m there are arms, feet and elbows everywhere. It's hard to get a breath or get any rhythm when you're being grabbed or punched in the head every other stroke! After that I managed to get a bit of open water and could stretch out into my stroke a bit. I managed to leave the water in 1hr11mins which I'm buzzing with!

The cycle was a really beautiful route out through Copenhagen and into the rolling hills of North Zealand. The elevation was less than what I'm used to cycling here in Northumberland, and the climbs are more gentle so you can maintain good speed. I came away with a bike time of 5hr54mins which I was really happy with."

"Getting into the run, the first 500m were horrible but you expect that as you start to use different muscles. I was maintaining a good pace but when I checked my heart rate I realised I had probably gone off a bit too hard, and by around 30km I was really struggling. My stomach wasn't taking any energy gels or fluid anymore and the stomach and leg cramps were pretty severe. I made it to the end run-walking but it was tough. The support from the people out there was amazing though and really kept me going. I came away with 4hr21mins on the run."



Kathryn: "The morning of the race the weather and conditions were perfect. The swim was really enjoyable so it put me in a really positive place to enjoy the day. As this is my best discipline though, I knew the hardest bit was still yet to come."

The bike course was fast and the scenery was beautiful so I managed to keep myself motivated over the following 6 hours. Jamie caught me up and we kept each other company for a little bit before he continued on.

Starting the run I was still feeling in a positive place, having gone faster than I was anticipating I knew I'd banked lots of time to complete the marathon in. Having never run that far before it was certainly tough, but I felt pretty strong most of the way round and tried to keep smiling. The energy in the city was insane and managed to keep me pushing through to a very emotional finish - a moment and feeling I'll never forget!"

What was your favourite part?

Jamie: "Feeling the atmosphere and having people cheering you on was amazing. Especially on the first couple of laps of the run when I realised I would almost certainly finish and should beat my target time."

Kathryn: "Coming into the second transition off the bike my best friend was still there so we started the run together. The atmosphere and crowds in the city were unbelievable and all our family and friends were waiting to support and cheer us on together."

What was the hardest part?

Jamie: "Definitely the last 5k - it was a real struggle. It really exposed the impact of missing out on some of the really high volume training weeks because of my injuries."



Kathryn: "The second half of the run my body was in a lot of pain and fatigue was really setting in after 10 hours of exercising so it was a struggle to keep moving and pushing through."

How are you feeling now? Reckon you'd ever do another Ironman?

Jamie: "Right now I feel like if I never have an energy gel again it'll be too soon. I've found a new enjoyment of swimming and cycling too which is fantastic. I'll never say never but certainly for the time being I think I'll stick to half-distance triathlon. Maybe in the future if I can dedicate more weekly hours to training I could be tempted to give it another go, and hopefully this time not absolutely implode on the run."

Kathryn: "Never say never but I'm certainly not in a rush to do another any time soon!"



Our dentists have raised over £1900 for the Percy Hedley Foundation. They would like to thank everyone who has donated to their fundraising campaign and encouraged them along the way. There's still time if you would like to donate.

Scan the QR code to check out their fundraising page.



UNION QUAY
DENTAL

Open House

Wednesday 30th September
5:30pm - 8pm

Come and explore our beautifully
restored Grade II listed practice on
North Shields Fish Quay at your own
pace.

Scan the QR code for more information.



Smile Transformation

For years, Terry Nall found himself hiding behind a closed-lip smile. It wasn't dramatic or obvious to others, but it affected how he felt every day.

As Terry explains, "I wanted to improve my confidence a little bit because my teeth were quite small. When I smiled, you didn't see my teeth, so I wanted to do something to make my teeth more visible."

Terry's journey to Union Quay Dental actually began with his daughter, who was exploring composite veneers. But it wasn't long before Terry realised the practice could help him too. From the very first appointment, he felt reassured by the thorough, patient-centred approach. "It was good because the dentist explained the things that could be done and what were the best options for myself," he recalls.

After discussing his goals, the team recommended ceramic veneers. Terry had eight teeth treated, along with the repair of a chip that had bothered him for years. The results transformed not just his smile, but his outlook: "It gave me a much, much better smile... I'm actually quite confident about it, which I never was before. Whereas now I actually like to show my teeth when I smile."

That confidence has had a ripple effect, Terry's wife and all three daughters now attend Union Quay Dental too, drawn by his trust in the team and the practice's use of advanced technology.

If you've ever hesitated to smile fully, Terry's advice is simple: "Come and have a consultation. You don't know until you've actually spoken to someone." Book your consultation with Union Quay Dental today and discover what's possible for your own smile.



Call our reception team on 0191 2596506 or email reception@unionquaydental.co.uk

What's on

Local events in September



The Night Market

**Salt Market Social, 1 Liddell Street,
North Shields, NE30 1HE**

Friday 4th September 18:00 - 23:00

Salt Market Social brings you two floors of street food, vintage treasures, handmade goods, multiple bars, and a live DJ, plus a gelato seller to keep you cool.

Entry from £3.50.

Tickets available at [Humantix Events](#)

North Shields F.C vs. Newcastle Benfield

Wednesday 9th September 19:30

Darren Persson Stadium, Silkeys Lane.

Northern League games are underway for the 2026 season, watch The Robins take on Newcastle Benfield at their home ground in North Shields.

Tickets £8 adults, £5 concessions, £2 under 16's - pay at the gate.



Open Quay

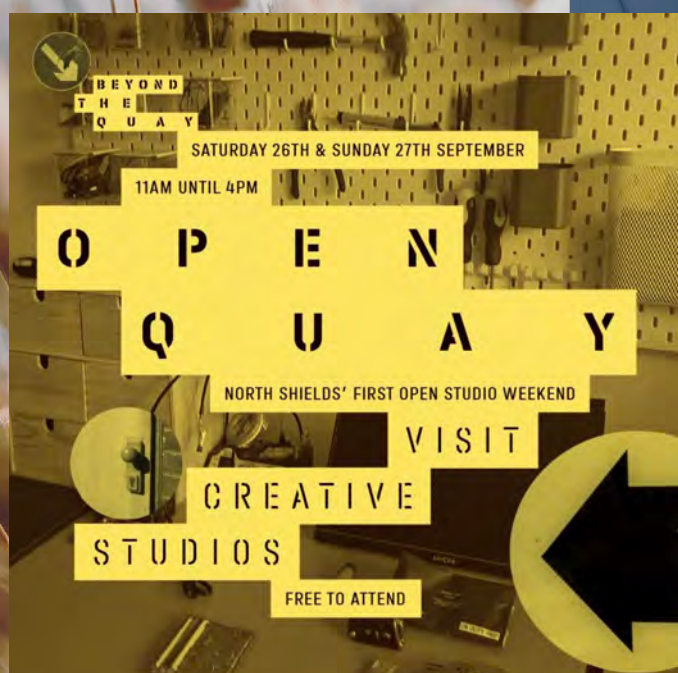
Creative Studios in North Shields

26th - 27th September 11:00 - 16:00

Come along to North Shields' first Open Artist Studio weekend, where creativity is unlocked. Artists, creative businesses, galleries and more will be opening up their studios for you to look 'behind the curtain' of creativity across North Shields.

Free to attend.

Follow @northshieldsculturalquarter on Instagram for updates.



What our patients are saying

Thanks to all our patients who have left us 5 Star reviews over the last few months.

We are proud to be providing you with the highest level of care. We would love you to leave us a review.

[Leave us a Google review.](#)



 **Holly**
1 review

★★★★★ 2 weeks ago **New**

Really great experience here for general dentistry, I appreciate the focus the practice has on prevention where possible. Teeth cleanings with Farah have significantly improved my teeth and gum health. Would highly recommend the practice, all staff have been fantastic.

 **J K**
Local Guide · 175 reviews · 135 photos

★★★★★ a week ago **New**

Amazing staff great service, I would definitely recommend to friends and family.

♡ Press and hold to react

Friendly and talented



Always a fabulous service from Heather for my hygienist reviews! A friendly and talented individual - I wouldn't swap her for another! Thank you Heather! Enjoying also the new makeover - it's fantastic!

— Sharon C

✓ Verified review (2477732)

Review left 2 weeks ago

This review was collected via email feedback service.

My recent appointment



Great care taken by dental hygienist who was very thoughtful and the young receptionist was most helpful.

— Anne H

✓ Verified review (2479280)

Review left 1 week ago

This review was collected via email feedback service.



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