

Plan benefits...

	Denture Plan	Young Adults Plan (18-21 years)	Annual Care Plan	Dental Care Plan	Hygiene Plan
1st exam	✓	✓	✓	✓	✓
1st hygiene visit		✓	✓	✓	✓
2nd exam				✓	✓
2nd hygiene visit				✓	✓
3rd hygiene visit					✓
4th hygiene visit					✓
Routine x-rays (when clinically required)	✓	✓	✓	✓	✓
Benefits					
Free emergency appointment during surgery hours	✓	✓	✓	✓	✓
Production of study models (when required)	✓	✓	✓	✓	✓
Guaranteed access to practice even if your regular dentist is not available	✓	✓	✓	✓	✓
12 months guarantee on laboratory work	✓	✓	✓	✓	✓
Members discount					
Treatments	20%	20%	20%	20%	20%
Laboratory-based treatments	20%	20%	20%	20%	20%
Additional hygiene visits	20%	50%	20%	20%	20%
Extras					
Access to Practiceplan Perks loyalty website	✓	✓	✓	✓	✓

Corner House Dental Care Plan

The benefits to which you will be entitled are set out below. As an introductory offer, we are currently offering new members a dental and hygiene appointment immediately.

Membership Benefits	Loyalty Benefits
<ul style="list-style-type: none"> Treatment planning for your future dental needs. Assessment of emergencies and dental pain with any temporary treatment required, carried out at the dental practice during normal surgery hours. Production of study models (when required). Following recommended restorative work, any subsequent remedial work required within 12 months (on a like-for-like basis). 	<p>Our members are also offered regular complimentary care appointments as a 'thank you' for their loyalty to the practice. After six consecutive monthly payments, you can benefit from the following:</p> <ul style="list-style-type: none"> A dental appointment to provide a clinical examination, checking for signs of oral cancer and routine x-rays where clinically necessary A hygiene appointment including clean and polish, periodontal advice and preventive techniques to reduce decay and gum disease.
<p>Discounts* 20% discount on:</p> <ul style="list-style-type: none"> Any additional hygiene work Any laboratory-based treatments required, i.e. crowns, bridges and dentures Any fillings Most other dental work (extractions, etc). 	<p>As long as you continue to be a member of our practice, you will be eligible for such care appointments. All that you need to do is make six consecutive monthly payments and, each time you do this, you will be entitled to attend the practice for your regular dental and hygiene appointment.</p>
<p>Insurance**</p> <ul style="list-style-type: none"> Worldwide Dental Trauma Insurance to protect against the cost of large unforeseen accidental damage. Emergency Callout Insurance should you need a dentist in an emergency, anywhere in the world. Redundancy protection for your monthly payments for up to 12 months. 	

* Please note, discounts only apply to treatments carried out at the practice.
 ** The price includes a premium of £0.52 per month for the Worldwide Dental Trauma and Emergency Callout Insurance. Please see Keyfacts document for further details. Prices correct at time of going to print.
 The provision of regular examinations is subject to receipt of the required consecutive monthly payments.

Corner House Hygiene Plan

For those patients who would like more regular and extended access to dental care, we have a Corner House Hygiene Plan. This includes all the benefits of the Corner House Dental Care Plan but your loyalty benefits are extended so that you will be eligible for a hygiene appointment after three consecutive monthly payments, therefore entitling you to up to four hygiene visits a year.

Corner House Annual Care Plan

This includes all the standard benefits of the Corner House Dental Care Plan but your loyalty benefits are limited so that you will be eligible for a dental and hygiene appointment after twelve consecutive monthly payments.

Corner House Denture Plan

This includes all the standard benefits of the Corner House Dental Care Plan but your loyalty benefits are limited so that you will be eligible for a dental appointment after twelve consecutive monthly payments.

Corner House Young Adults Plan (18-21 years)

This includes all the standard benefits of the Corner House Dental Care Plan but your loyalty benefits are limited so that you will be eligible for a dental and hygiene appointment after twelve consecutive monthly payments.

In addition, our young adult members are entitled to an increased 50% discount on additional hygiene visits.



Opening hours: Monday - Friday: 8.30 am - 5.00 pm

Corner House Dental Practice, 24 Norwich Road, Cromer, Norfolk NR27 0AX

Telephone: 01263 512390 ■ Tel/Fax: 01263 515683

Email: info@cornerhousedp.co.uk ■ Web: www.cornerhousedp.co.uk



Practice Information



www.cornerhousedp.co.uk

Welcome to our practice

May we extend a warm welcome to our practice. We take pride in the quality of our dentistry and aspire to make your visits a pleasant experience.

Our aim is to provide high-quality dental care for you and your family through a preventive dental approach. This means giving you regular dental advice and helping you to understand how to care for your teeth yourself to reduce the need for dental treatment.

We offer our own membership plans to cater for maintenance and prevention. These can be paid for by convenient monthly Direct Debit and have the added benefit of giving you substantial discounts on any additional treatments you may need. It is our policy for each patient to see one dentist on a continuous basis. If this is not possible for any reason, suitable alternative arrangements will be made for you to see another dentist within the practice.

You have the right to express a preference of dentist and we will take all reasonable steps to accommodate your request. Unfortunately, circumstances dictate that this is not always possible.

“We take pride in the quality of our dentistry and want to make your visits a pleasant experience”

Meet the team

Dental surgeons

Graham Best BDS (L'pool) 1974 - GDC No: 48387

Richard Hardy BSc BDS (Lond) 1983 - GDC No: 58020

Christelle Abeln BChD (Stell) 1993 - GDC No: 71557

Emile Breytenbach BChD (Stell) 1997 - GDC No: 73497

Kiran Arkala BDS (Hyder) 2002 MFDS RCS Eng 2005 - GDC No: 100325

Dental hygienists

Christine Golby EDH (Lond) 1992 - GDC No: 4330

Anne Hadley CEB CERT in Dental Hygiene (Lond) 1977 - GDC No: 1472

Practice managers

Marie Dobbie Dip DPM

Laura Richardson

Reception team

Lisa Tyler

Caroline Clipsom

Rebecca Ducker

Nursing team

Laura Stevens - Head Dental Nurse

Amanda Cole

Rebecca Marston

Carole Ellement

Sandra Gates

Jade Armstrong

Leanne Baker

Annie Swift

Disabled access

Our practice has suitable access for disabled patients and if necessary, we can arrange for patients to see their dentist in a downstairs surgery.

Complaints & comments on the provision of service

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. If a patient would like to make a complaint, they are directed to speak to the Practice Manager, either in person or via the telephone, who will deal with the complaint quickly and efficiently.

Patient confidentiality

You have the right of access to the data that we hold about you and to receive a copy. Access may be obtained by making a request in writing and the payment of a fee for access of up to £10. We will provide a copy of the record within 40 days of receipt of the request and fee and an explanation of your record should you require it.

In order to provide proper and safe dental care, we may need to disclose personal information about you to:

- Your general medical practitioner
- The hospital or community dental services
- Other health professionals caring for you
- NHS payment authorities
- The Inland Revenue
- The Benefits Agency, where you are claiming exemption or remission from NHS charges
- Private dental schemes of which you are a member.

Disclosure will take place on a need-to-know basis.

Only information that the recipient needs to know will be disclosed.

“The dentists here at Corner House Dental Practice take the time and effort to explain precisely how and why they will carry out the treatment”

NHS care

• NHS patients who miss appointments or cancel at short notice may lose their right to be treated at the practice on the NHS.

• All treatments are available to NHS patients but some may incur a charge.

• Action may be taken if a patient is violent or abusive. We define violence and aggression as:

- Actual or threatened physical assaults on staff
- Psychological abuse of staff
- Verbal abuse which includes shouting, swearing and gestures
- Threats against practice personnel which occur in the workplace.

All incidents, however trivial, will be reported at once to the Practice Manager and, a recording form will be completed. In the event of any actual or threatened violence, the police will be called.

Direct access

As a result of a change of regulation, the General Dental Council (GDC) will now permit Direct Access to dental hygienists and therapists privately. This means that any patient, even one that it is new to our practice, can obtain a scale and polish with oral hygiene advice without seeing a dentist first.

One of our hygienists, Anne Hadley, is willing to see patients under this arrangement. It must be understood by patients that this does not mean they will get the Dental Health Check and oral healthcare a dentist will provide and so does not substitute for a Dental Health Check.

Any patient seen under this arrangement should also see their dentist, especially if potential problems are noticed. The charge for a hygienist visit will be £48.00.

In addition to routine treatments, this practice offers an orthodontic service to help to improve the appearance and function of crowded or protruding teeth. There is also a dental laboratory on the premises able to provide a speedy and efficient denture repair service. It is operated by registered technician Dean Gibson.

Looking after your own teeth is of the greatest importance.

Our dental hygienists, Christine Golby and Anne Hadley, will help you to maintain your teeth for life, offering regular advice and treatment to improve your teeth and gums. In addition, we continue to sell an ever-increasing range of carefully chosen dental products.

For children, we are pleased to offer preventive advice.

Our practice grows primarily by word of mouth recommendation, so if you are happy with our clinical experience and customer care, we would appreciate your recommendation to any family, friends or colleagues who you think might benefit from a visit to a practice like ours.

NHS treatment

We provide a full range of NHS treatment to children and NHS exempt patients. The Government now asks us to register documentary proof of NHS exemption on our system, so please bring this along with you and present it to one of our receptionists on arrival.

Graham Best, Richard Hardy and Christelle Abeln hold the practice's NHS contract. (This is a non-limited partnership.)

Details of local NHS dental services can be obtained from:

The Patient Advice and Liaison Service (PALS) on 0800 587 4132 or email pals@norfolk.nhs.uk

East Anglia Area Team, CPC1 Capital Business Park, Fulbourn, Cambridge CB21 5XE

NHS Direct on 111 www.nhsdirect.nhs.uk

In an emergency

Whenever possible, please contact us about emergencies during our normal surgery hours. If you need to be seen on the same day, please get in touch as early as possible. If we are closed and you require urgent advice, you can contact your local NHS out-of-hours dental service on 111.

Alternatively, if you would prefer to be seen on a private basis, please telephone the practice on 01263 512390 and an answer machine message will give you full details of who to contact. Please be aware that there will be a callout charge, as well as treatment costs, if you are seen out-of-hours on a private basis.

NHS Direct also offer 24 hour advice on 111 or www.nhsdirect.nhs.uk

“Thank you for giving us all great smiles.”