



## Practice Information



[www.cornerhousedp.co.uk](http://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 a full range of routine and cosmetic treatments, as well as 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.

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** Our dentists operate their clinics between the hours of 8.30am and 5.00pm, Monday to Friday and an occasional Saturday morning.

**Graham Best (Partner)** BDS (L'pool)1974 - GDC No: 48387, 20/12/1974

**Richard Hardy (Partner)** BSc BDS (Lond) 1983 - GDC No: 58020, 01/08/1983

**Christelle Abeln (Partner)** BChD (Stell) 1993 - GDC No: 71557, 23/04/1996

**Emile Breytenbach (Partner)** BChD (Stell) 1997 - GDC No: 73497, 15/07/1997

**Kiran Arkala (Partner)** BDS (Hyder) 2002 MFDS RCS Eng 2005 - GDC No: 100325, 20/09/2005

### Dental hygienists

**Sarah Powell** BSc Hons (Portsmouth 2010) GDC No: 192874

**Christine Golby** EDH (Lond) 1992 - GDC No: 4330, 22/09/1992

**Laurie Beck** Foundation Degree in Oral Health Science Essex 2016 GDC No: 227763, 08/08/2012

### Practice managers

**Marie Dobbie**

**Laura Guy**

## Prevention and Hygiene Care

Looking after your own teeth is of the greatest importance. Our dental hygienists, Christine Golby, Laurie Beck and Sarah Powell, 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.

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 clean and polish with oral hygiene advice without seeing a dentist first.

**Please understand that seeing a hygienist does not substitute for seeing a dentist for a full dental health check. Any patient seen under Direct Access arrangements should also make sure they see their dentist regularly, especially if potential problems are noticed by the hygienist.**

## 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.

## Our commitment to you

As part of our ongoing commitment to improvement, we welcome any comments or feedback you may have on our service. We have comments forms available in our waiting rooms or from reception. You can also leave us a review on our Facebook page or just write or email us your comments. Thank you.

Our aim is for patients to be pleased with their experience of our service.

We take complaints very seriously in this practice. 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. If you wish to make a complaint, please ask to see our complaints procedure.

## Your commitment to us

We work hard within our practice to provide those very important emergency appointments we sometimes need. To help us, we ask that you contact us to cancel your appointments if your plans change. This frees up time for us to offer your appointment time to someone who urgently needs our help.

Please treat our staff with the respect you expect from us. Harassment of our dental team will not be tolerated. Action may be taken by the practice owners against patients who harass the dental team. You may be de-registered from the practice.

Harassment includes but is not limited to violence, abuse or offensive language.

## Patient confidentiality

We take the confidentiality of patient's personal information very seriously and follow the General Dental Council's rules for maintaining patient confidentiality at all times. In order to provide proper and safe dental care, we may need to disclose personal information about you to:

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

Disclosure will take place on a need-to-know basis. Only information that the recipient needs to know will be disclosed.

## Your personal data

To provide you with a high standard of dental care and attention, we need to hold personal information about you. This personal data includes:

- Your past and current medical and dental condition
- Personal details such as your age, National Insurance number/ NHS number, address, telephone number and your general medical practitioner
- Records of consent to treatment
- Information about the treatment that we have provided or propose to provide and its cost
- Radiographs, clinical photographs and study models
- Correspondence with other health care professionals relating to you.

We need to keep comprehensive and accurate personal data about our patients to provide them with safe and appropriate dental care. You have the right of access to the data that we hold about you and to receive a copy.

## Appointment reminders

For your convenience, we can send you a reminder text message and/or email before each scheduled appointment. Please let us know if you would like to receive details of our special offers or newsletters and we will ask you to sign a consent form allowing us to do this.

**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 charge-exempt patients.

- 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.

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:

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

NHS 111  
[www.nhs.uk](http://www.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 or information, please call NHS 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.

Corner House Dental Practice is regulated by the Care Quality Commission (CQC). Our last check showed that our service was meeting all CQC national standards. Please visit [www.cqc.org.uk](http://www.cqc.org.uk) to view our latest report.

You can contact the CQC at their England based National Customer Service Centre by calling 0300 061 6161, or write to them at:

CQC National Customer Service Centre  
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

## 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"> <li>● Treatment planning for your future dental needs.</li> <li>● Assessment of emergencies and dental pain with any temporary treatment required, carried out at the dental practice during normal surgery hours.</li> <li>● Production of study models (when required).</li> <li>● Following recommended restorative work, any subsequent remedial work required within 12 months (on a like-for-like basis).</li> </ul> <p><b>Discounts*</b> 20% discount on:</p> <ul style="list-style-type: none"> <li>● Any additional hygiene work</li> <li>● Any laboratory-based treatments required, i.e. crowns, bridges &amp; dentures</li> <li>● Any fillings</li> <li>● Most other dental work (extractions, etc).</li> </ul> <p><b>Worldwide Dental Emergency Assistance Scheme**</b> Eligibility to request assistance in the event of:</p> <ul style="list-style-type: none"> <li>● Dental Trauma</li> <li>● Dental Emergency</li> <li>● Oral Cancer</li> <li>● Redundancy</li> </ul>	<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"> <li>● A dental appointment to provide a clinical examination, checking for signs of oral cancer and routine x-rays where clinically necessary</li> <li>● A hygiene appointment including clean and polish, periodontal advice and preventive techniques to reduce decay and gum disease.</li> </ul> <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>

\* Please note, discounts only apply to treatments carried out at the practice.

\*\* The Worldwide Dental Emergency Assistance Scheme is a scheme established to offer support and assistance to dental plan patients who request treatment following a dental trauma and/or dental emergency or oral cancer. The Scheme responds to requests for assistance on a wholly discretionary basis. This means that, whilst the Scheme aims to provide benefits in most cases, it has no obligation to provide any benefit unless it first decides (in its sole and absolute discretion) that it should provide a benefit. There are some circumstances in which the Scheme is not designed to help and these are explained in more detail in the Scheme Handbook. Each request will be looked at individually to assess the request for benefit. Certain restrictions and limitations may apply in the event that the request is accepted and it is possible that the Scheme will decide to provide no benefit.

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.



## Plan benefits...

	Denture Plan	Young Adults Plan (18-21 years)	Annual Care Plan	Dental Care Plan	Hygiene Plan
1st dental health check each year	✓	✓	✓	✓	✓
1st hygiene visit each year		✓	✓	✓	✓
2nd dental health check each year				✓	✓
2nd hygiene visit each year				✓	✓
3rd hygiene visit each year					✓
4th hygiene visit each year					✓
Routine x-rays (when clinically required)	✓	✓	✓	✓	✓
<b>BENEFITS</b>					
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	✓	✓	✓	✓	✓
<b>MEMBERS DISCOUNT</b>					
Treatments	20%	20%	20%	20%	20%
Laboratory-based treatments	20%	20%	20%	20%	20%
Additional hygiene visits	20%	50%	20%	20%	20%

BDA Good Practice  
Member

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

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

Telephone: 01263 512390 ■ Email: [info@cornerhousedp.co.uk](mailto:info@cornerhousedp.co.uk)

Web: [www.cornerhousedp.co.uk](http://www.cornerhousedp.co.uk)

