



## Practice Information



## 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”**

**"I am very satisfied with all the treatment I have received at Corner House Dental Practice - in fact they work miracles at times. I am always seen quickly when in trouble and it is a joy to hear the friendly voices on the phone and see happy faces on my visits."**

## Meet the team

### Dental surgeons

Our dentists operate their clinics between the hours of 8.00am and 7.00pm, Monday to Friday (phone lines open 9.00 am - 4.30 pm).

#### 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

#### Manasa Arkala

BDS (Rajiv Gandhi) 2019 - GDC No: 263454, 11/04/2019

### Dental hygienists

#### Sarah Powell

BSc Hons (Portsmouth 2010) GDC No: 192874, 14/07/2010

#### Christine Golby

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

#### Alison Marks

Dip Hygiene Kings College (Lond) 1994 - GDC No: 4673, 27/09/1994

### Practice managers

Marie Dobbie and Laura Guy

**“I have been a patient at Corner House for over 50 years, always a very efficient, caring and informative service. I would recommend the practice to anyone looking for a good dentist.”**

## Prevention and Hygiene Care

Looking after your own teeth is of the greatest importance. Our dental hygienists 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.

## 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
- NHS payment authorities
- Other health professionals caring for you
- The Inland Revenue
- Private dental schemes of which you are a member
- 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
- Information about the treatment that we have provided or propose to provide and its cost
- Personal details such as your age, National Insurance number/NHS number, address, telephone number and your general medical practitioner
- Radiographs, clinical photographs and study models
- Records of consent to treatment
- Correspondence with other health care professionals relating to you.

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.

## NHS treatment

We provide NHS treatment to children and NHS charge-exempt patients, if capacity allows.

- 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, Fulbourn, Cambridge CB21 5XE

NHS 111  
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.

## Care Quality Commission

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 Plans

Our Dental Plans encourage regular attendance, enabling us to spot problems before they arise and results in helping you maintain healthy teeth and gums for life.

Ask any team member for details.

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.



**Opening hours:** Appointments available Monday - Friday: 8.00 am - 7.00 pm

**Phone lines open:** 9.00 am - 4.30 pm

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

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

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