

House
Corner
Dental Practice

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 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.

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

Our dentists operate their clinics between the hours of 8.30am and 5.00pm, Monday to Friday (phone lines open 9.00am - 4.30pm).

Dental surgeons

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, MSc Advanced Dental Implantology 2024 - GDC No: 100325, 20/09/2005

Manasa Arkala

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

Betzael Caceres-Moreno

Lic Odont (Madrid) 2001, MSc Orthodontics (Warwick) 2023 - GDC No: 179232, 14/08/2009

Colin De Lucchi

BChD (Stell) 1996 - GDC No: 71883, 03/07/1996

Kate McNelly

MchD/BChD BSc (Leeds) 2023 - GDC No: 309482, 26/07/2023

Dental hygienists

Sarah Powell

BSc Hons (Portsmouth) 2010 (Essex) 2024 GDC No: 192874, 14/07/2010

Christine Golby

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

Alison Marks

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

Lauran Moakes

FdSc Oral Health Science (Essex) 2024 - GDC No: 27392, 10/10/2017

Dental therapists

Lucy Barker

Dip Dental Hygiene and Therapy (Sheffield) 2026 - GDC No: 303444, 07/10/2022

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 dentists and hygienists will help you to maintain your teeth for life, offering regular advice and treatment to improve your teeth and gums.

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. If you feel you could write a few words about your own experiences at this practice, then this would be greatly appreciated. We have comments forms available in our waiting rooms and reception and you can also leave a review on our Facebook page or Google. Please visit the reviews page on our website www.cornerhousedp.co.uk to find the various links to leave your feedback.

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 contact the Practice Manager, 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.

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 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.

Christelle Abeln, Emile Breytenbach and Kiran Arkala 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 obtain emergency out-of-hours advice on a private basis, please call the practice on 01263 512390 and our answer machine message will give you full details of who to contact. Please be aware that there is normally a charge for using the private out-of-hours service.

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 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.



BDA Good Practice
Member

Opening hours: Appointments available Monday - Thursday: 8.30 am - 5.00 pm
Friday: 8.00 am - 5.00 pm

Phone lines open: Monday - Friday: 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

Web: www.cornerhousedp.co.uk