

Practice Manager:

Ms Angelique van Woerkom

07885 913 279

Should you wish to see any particular dental surgeon, please make your request known to the practice manager at the time of booking your appointment. We will try our best to accommodate your request.

Dental Surgeons:

GDC No:

Conrad Costa B.Ch.D (Malta 2004)
MSc Prim. Dent. Care (U of Kent 2010)

85147

Audrey Costa B.Ch.D (Malta 2004)
MSc Prim. Dent. Care (U of Kent 2010)

85148

Gavin Gill BDS (London 1964)

39599

Dental Care Professionals:

GDC No:

Angelique van Woerkom

117078

Bryony Weeks

125747

Sarah Hannah

108796

Kathryn Evans

181316

All our staff continually undertake Continued Professional Development and satisfy the requirements set out by the General Dental Council in this regard

Castle and Costa is the trading name of a general partnership set-up by Conrad and Audrey Costa.

We are committed to sharing our scientific knowledge and clinical expertise with the next generation of dental health professionals and from time to time (but only with our patients' permission), we may undertake the training or teaching of aspiring professionals.

At Castle and Costa, our practices of infection control are current and conducted in line with HTM 01-05 guidance. We regularly audit our practice protocols and procedures to ensure that they are effective and are being followed properly.

We satisfy all legal requirements relating to health and safety in the workplace and radiation protection.

All patient information is confidential and is handled by the staff at the practice in line with the Data Protection Act. Should you require access to your records, please submit your request in writing to the Practice Manager.

We operate a zero-tolerance policy towards discriminatory, violent, aggressive or threatening behaviour. Our staff may refuse to deal with patients under such circumstances.

For further information regarding the provision of NHS services in your area, please visit the Patient Advice and Liaison Service (PALS) website at

<https://tinyurl.com/q36u4tm>



**NHS Dental Treatment
for the Non-Ambulatory**

Patient Information Leaflet

The Office,
6 Vawdrey Road,
Drayton, Norwich
NR8 6EL

Telephone: 01603 869 600

Mobile: 07885 913 279

Fax: 01603 208 562

info@castleandcosta.co.uk
www.castleandcosta.co.uk
castleandcosta.norfolk@nhs.net

Castle and Costa provide NHS Dental Treatment for **non-ambulatory** patients by means of **domiciliary visits**. Any patient in a nursing or residential home or sheltered accommodation, as well as those patients otherwise unable to travel to a surgery, are welcome to request a visit.

We also attend to patients in hospitals who need urgent dental care or who have lost or broken their dentures. We can be contacted through the Ward Nursing Staff. For patients in the Norfolk & Norwich Hospital, these arrangements are usually made through the Hospital's *Patient Services Manager*.

*Please note we do **not** see patients at our practice base in Drayton. Neither do we treat fit patients able to attend a surgery. Our services are provided entirely by making **visits to our patients**.*

For all enquiries and appointments, please telephone **01603 869 600**. If the telephone is unmanned, kindly leave your name and telephone number on the recording machine. We shall return your call as soon as possible. Alternatively you may send an email, a fax, or write to us.

The Services We Provide Include:

- Examination and consultation
- Promotion of Oral Health
- Treatment of dental infections, toothache and discomfort from dentures
- Provision of new dentures, as well as the repair, adjustment and relining of existing dentures. (The construction of new dentures requires a minimum of four visits, typically one week apart)
- Restorations (fillings) as required
- Maintenance of periodontal (gum) health

Disabled patients requiring operative treatment:

When this is appropriate, patients may require the specialised facilities and treatment provided by the CDS or The Department of Oral Health, Norfolk & Norwich Hospital. After consulting their physician, a medical history is completed and a referral made as appropriate. We will also arrange to have any required radiographs taken.

Our Normal Office Hours Are:

Weekdays 8.30 am to 6pm. New patients are welcome and routine appointments are normally available within four weeks.

Emergencies:

Should you require emergency treatment **during office hours**, please contact us on **01603 869 600** leaving a message if the telephone is unmanned. Be sure to speak slowly and leave your telephone number and name. We shall telephone you back on our return and certainly within 24 hours.

Out-of-hours, weekends or bank holidays, you can telephone NHS emergency dental care on **111**

NHS Fees:

Unless you receive benefits that entitle you to free dental treatment on the NHS, you will usually have to pay the standard NHS charges. Your dentist should be able to advise you on the charges to any proposed course of treatment upon request and provide you with a written estimate. For further information about how to get help with NHS dental charges or to claim a refund, please visit <https://tinyurl.com/34owylr>

Complaints:

We should welcome any suggestions that you consider would improve or enhance the service and treatment we provide.

Should you be at any time disappointed or dissatisfied with the treatment provided or the arrangements made for you by our staff then please inform the dentist looking after you immediately. Should you prefer to do so you could contact the practice manager; Ms Angelique van Woerkom.

Your complaint will be fully investigated and a written response will be sent to you within ten working days.

In the unlikely event of your complaint not being resolved to your satisfaction, you may contact the Customer Contact Centre by:

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

Post: NHS England,
PO Box 16738
Redditch, B97 9PT

As a healthcare provider, we are regulated by the Care Quality Commission (CQC). You can view our CQC registration details and read our latest inspection report online at: <https://tinyurl.com/hus4hhz>