

Should you have any particular needs or requests, please make this known to the Practice Manager at the time of booking your appointment. We will try our best to accommodate your request.

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

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
Dental Care Professionals:	GDC No:
Angelique van Woerkom (Practice Manager & CQC Registered Manager)	117078
Bryony Wilson (Oral Health Educator)	125747
Sarah Hannah	108796
Kathryn Evans (Oral Health Educator)	181316

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

3 Hercules Road
Norwich NR6 5HQ

Telephone: 01603 869 600
Mobile: 07999 581 751

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**. Patients in care homes or private accommodation who are unable to travel to a surgery by virtue of a temporary or permanent physical or mental disability, are welcome to request a visit.

We also attend to patients who have been in hospital and who need urgent dental care or who have lost or broken their dentures. 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 Hellesdon. 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, 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
- Oral Health Education for Carers

Disabled patients requiring operative treatment:

When this is appropriate, patients may require the specialised facilities and treatment provided by the Community Dental Services or The Department of Oral Health, Norfolk & Norwich Hospital. 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 9am to 5pm. New patients are always welcome and routine appointments are normally available within three to 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 Parliamentary and Health Service Ombudsman,

Email: phso.enquiries@ombudsman.org.uk

Post: Citygate,
Mosley Street,
Manchester M2 3HQ

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/cqcgeg>