

Complaints

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our service. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. The person responsible for dealing with any complaints about the service we provide is Mrs Moira Enslin. If a person complains on the telephone or at reception they will be referred to Mrs Enslin. If they are not available at the time, then the patient will be told when they will be available.

We do not tolerate violent or abusive patient behaviour and patients who act in this manner will be removed from our practice list and not seen at this practice again.

Disabled Patients

At present we welcome any disabled patients and will arrange and deliver the service at one of our partner practices until such time as we can economically find suitable premises to allow ground floor access.

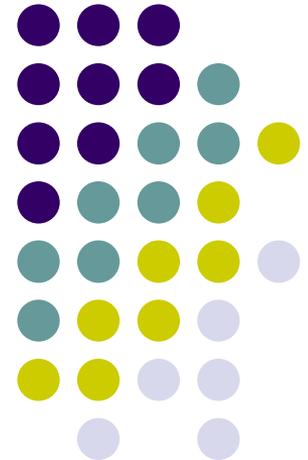
Data Protection

All patient information are handled in strictest confidence according to the Data Protection Act.
A copy of our Data Protection policy is available for service users to view in our waiting area.

Other Information

Out of hours emergency advice – Tel: NHS advice service on 111

Practice Leaflet



Enslin Limited Dental Surgery
17 - 19 West Street, Cromer,
Norfolk NR27 9HZ
Telephone: **01263 515229**

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www.cromerdental.co.uk

Dentists

Mr Gerhard Enslin BChD (Pret) Mr Jurian Prins BChD (Stell)
Mr Christo Slabbert BChD (Stell)

Receptionists

Mrs Jenny Wright Mrs Moira Enslin

Dental Nurses

Miss Amanda Ellis Mrs Moira Enslin Miss Lauren Emery
Miss Emma Watts

Practice Manager

Mrs Moira Enslin

Opening hours

Mondays - Thursdays 8h45 - 17h00

Fridays 8H45 – 16h30

Welcome to our Practice

If you are a new patient, may we extend a warm welcome to our practice and a word of thanks for continuing support of those who already know us.

Our aim is good dental health for you and your family through preventative dentistry by means of regular dental advice which will reduce the need for treatment, as well as cost.

Our Policy

It is our policy for each patient to see one dentist on a continuing basis. However, if this is not possible for any reason, suitable alternative arrangements will be made for you to see someone else within the practice. Patients can express a preference of practitioner.

Appointments

You can make an appointment by telephone or you can call in to make arrangements. We always try to see patients at the appointment time. If you are kept waiting, there is normally a good reason. Please be patient.

If you have to cancel an appointment we require whenever possible 24 hours notice. This enables us to make alternative arrangements.

Once your initial treatment is complete, we encourage you to come back to the practice in a period of time decided between you and the dentist. This is usually six months, but can be nine months or twelve months depending on your clinical need.

Services Provided

We offer all the available NHS general dental services, which include treatments such as full examinations, cleaning of teeth, fillings, root canal treatments, extractions, crown and bridge work and denture work. We can also offer private dental treatment if this is preferred or required by the patient.

Emergency Service

If you are in pain during surgery hours, please telephone and every effort will be made to see you on the day.

If you are in need of urgent dental advice or treatment outside normal surgery hours, please telephone the surgery and the answer phone will give you the number of the out of hours dentist.

Keep us informed

We need a full medical history, as this is important in knowing how to treat you. This is strictly confidential. You should also notify us of any changes in this, as well as medicines and tablets you are taking since your last visit.

If you are pregnant - *congratulations* - but please let us know.

If you change your address or telephone number, please let us know as soon as possible. This helps us keep our records up to date.

N.H.S. Treatment and Charges

N.H.S. charges are fixed by the government and are normally due under N.H.S. rules when treatment starts, so please be prepared to pay when asked to do so. To make things easier for those who need more complex forms of treatment, we are prepared to accept payments at each visit you make. You may be exempt from payment - please ask at reception.

If you are worried about the cost of dental treatment or find the structure of charges difficult to understand, please let us know.