

## Welcome

Thank you for choosing St Marys Dental Practice as your dental practice.

We aim to provide a comprehensive dental service for all patients and are particularly proud of our record and expertise in treating the very nervous. The prevention and treatment of tooth decay and gum disease is our aim.

This leaflet is here to tell you all about our practice. Should you have any further questions, please contact the practice, and speak to a member of the team on 01353 662159 who will be able to assist you.

The practice provides high quality dental care to the local community. We understand the needs of our patients and ensure their treatment is done in complete confidence by well trained staff. We always involve our patients in decisions about their care.

Our practice has been adapted to allow wheelchair access via removable ramps and handrails at the front door. There is a portable hearing loop available in the practice and assistance dogs are welcome.

There are 4 surgeries downstairs and 4 surgeries upstairs.

## Booking an appointment

To book appointments at the practice please contact our reception team on 01353 662159 or [reception.stmarysdentalpractice@gmail.com](mailto:reception.stmarysdentalpractice@gmail.com). Our team will be happy to assist you.

Where possible please provide your email address as we send out all the necessary forms the day before your appointment. You will need to provide the details of your doctor and of any health conditions and medications you are taking. Because regular check-ups are important, at the completion of treatment, you will be invited to book a returning recall appointment at reception.

Please ensure if there are any changes to your personal information - e.g. Address/Tel number and medical history you inform us as soon as possible, so our records held for you, remain accurate

## Meet the Team Dentists

**Tom Norfolk** BDS MFGDP (UK) RCS Eng LLM 1992  
General dental practitioner GDC Reg-68112 (Holds NHS contract and practice owner/business partner)  
**Nicola Herrington** BDS 1995  
General dental practitioner GDC Reg-70894 (Holds NHS contract and practice owner/business partner)  
**Marek Klosinski** Lek Stom 2006  
General dental practitioner GDC Reg-103317  
**Chloe Richardson** BDS 2015  
General Dental Practitioner GDC Reg - 258911  
**Suhen Selva** BDS 2019  
General dental practitioner GDC Reg-284383  
**Bethan Williams** BChD 2017  
General dental practitioner GDC Reg-271222  
**Henry Love** BChD 2022  
General dental practitioner GDC Reg-143927  
**Ha Eun Cho** BDS 2020  
General dental practitioner GDC Reg-290366  
**Connie Yan** BDS 2023  
General dental practitioner GDC Reg - 309308  
**Maryam Rayya Shareef** BDS 2023  
General dental practitioner GDC Reg - 309943

The dentists are supported by our committed team of:  
Practice Manager – Laura Hendry  
Dental Nurses and Receptionists

## Meet our Hygienists

**Karen Fallon** Certificate of Proficiency in Dental Hygiene 1991  
GDC – 4186  
**Rebecca Shahmoradian** Diploma in Dental Hygiene and Therapy  
Royal College of Surgeons Of England 2020 GDC 234912  
**Rhiana Azzerone** Foundation Degree in Oral Health Science  
University of Essex 2022 GDC 274256  
**Katie Roberts** Foundation Degree in Oral Health Science  
University of Essex 2023 GDC 274579

## **Hygienist services are offered on a private basis**

For more information on our Dental Care Professionals please our advertising screens located in the waiting area's which includes photos, qualifications and GDC numbers.

## What Kind of Treatments do we offer?

We provide private and NHS treatment to members of the community.

Private treatment includes cosmetic dentistry, implants, Invisalign, tooth whitening and Hygienist services.

For further information on our full range of services, please speak to a member of the team who will be happy to assist you or visit our website [www.stmarysdentalely.co.uk](http://www.stmarysdentalely.co.uk)

If you request or require treatment not offered at our practice, we can discuss a referral with you to an NHS service or a private dentist.

## Payment

We will give you a written treatment plan which will include what treatment you are having done and the cost for this treatment. This will be provided for NHS and Private treatment.

We accept payment by cash and all major credit or debit cards.

Under NHS regulations the practice is entitled to ask you for payment for all NHS treatment on booking your treatment appointment. If you do not pay for your NHS treatment, please bring evidence of this to your appointment.

Fee lists are available at reception and on our website.

### What if I want to make a comment or complaint?

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or comments, please ask to speak to our

Practice Manager Laura Hendry on  
01353 662159 or email

[reception.stmarysdentalpractice@gmail.com](mailto:reception.stmarysdentalpractice@gmail.com)

alternatively, we can provide you with a copy of our complaint's procedure.

We always welcome feedback from our patients and appreciate your time to complete an online review on the following platforms



If you are not satisfied by any practice complaint outcome you may contact:

**Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank, London. SW1P 4QP**

**Tel: 0345 015 4033**

**Web: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

### Patient confidentiality

We take patient confidentiality extremely seriously at St Mary's Dental Practice and all personal information is treated in the strictest confidence. No information will be released to a third party without your express permission or where required by law. We have a strict confidentiality policy and data protection policy. To see a copy of these policies or if you would like further information regarding your rights to view your patient records then please ask at reception or speak to our practice manager.

### Practice policies

If you would like a copy of one of the following policies please ask at reception –

Complaints  
Patient confidentiality

### Opening hours

Monday 08:00 – 17:00  
Tuesday 08:00 – 19:30  
Wednesday 08:00 – 17:30  
Thursday 08:00 – 17:30  
Friday 08:30 – 17:00

Appointments outside of these times are sometimes available by arrangement.

Should you have a dental emergency outside of these times please telephone the surgery and our answer phone will give you details of the dental out of hours service.

### Missed appointments

Missed appointments waste time and resources which are needed for other patients. Our practice policy is that if, on more than two occasions, patients cancel with less than 24 hours' notice or do not attend an appointment then we will no longer be able to offer NHS treatment. We will of course, consider special circumstances.

We will never tolerate violence or abuse in our practice to other patients or our staff. If this occurs, we will refuse future treatment.

### Primary care organisation

Information about local NHS dental services can be obtained from:

NHS England, Victoria House, Capital Park, Fulbourn,  
Cambridgeshire, CB21 5XA

Telephone-0113 825 5320

Alternatively, you can contact NHS Direct on  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or telephone 111

**If you require a copy of this leaflet in large print, please ask at reception.**

**Safety Notice: Our dental chairs have a weight limit of 21 stone. If you exceed this, please inform our reception team.**



**ST MARY'S DENTAL PRACTICE**



### Contact Details

You can contact the practice via Telephone- 01353 662159  
Email- [reception.stmarysdentalpractice@gmail.com](mailto:reception.stmarysdentalpractice@gmail.com)

Website- [www.stmarysdentalely.co.uk](http://www.stmarysdentalely.co.uk)

**St Mary's Street, Ely, Cambridgeshire, CB7 4ES**