

HILTON DENTAL PRACTICE NEWSLETTER

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Welcome to our first practice newsletter. We hope to encourage every member of the team to make regular contributions and supply future issues with our recall reminders. Through the newsletter we hope to keep you up to date with any changes at the practice and within the world of dental care.



New Patients Welcome

The majority of our new patients come to us because they have seen our advert in the Yellow Pages. We have also realised that we have the advantage, with the surname Aspey, of being one of the first practices in the book, which probably helps! We are flattered to discover though, that around 20% of our new patients have come to us on the recommendation of an existing practice member. A big “thank you” to anyone who has recommended us to friends and family.

If you are happy with the treatment and care we have given you, we would be delighted if you recommend us to your family, friends or colleagues. We are always pleased to welcome new patients to our practice.

Jill and Julie

“Brush Up!”

Scotland is still behind the rest of the UK when it comes to dental health, according to a recent government survey.

Although dentists and hygienists recommend brushing our teeth twice a day, the survey revealed:

ONLY 74% of people brush twice daily

4% brush less than once a day

1% never brush their teeth!

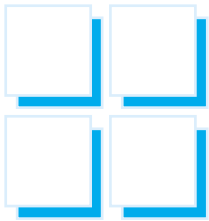
We should all try to brush mornings and bedtimes with a fluoride toothpaste, to prevent tooth decay, gum disease and bad breath. By doing so, we can also set a good example to our children. It’s important to get kids into a brushing routine as young as possible, to get their teeth off to a healthy start. Help your kids with brushing until they are at least 7 or 8 years old to ensure no areas are being missed.

The main reason given for NOT brushing is time. However it **only takes 3 minutes each time** and we have **1,449 minutes in a day**

Donna

Practice Hours

Mon	09.00 - 17.30
Tues	10.00 - 19.00
Wed	09.00 - 17.30
Thur	09.00 - 17.30
Fri	09.00 - 17.00



Keeping It In The Family

Whilst visiting us at Christmas time, Moyra's mum Evelyn was good enough to give up some of her time to provide some training to Jill, Julie and Fiona on reception skills and dealing with the public.

Evelyn has worked with the public all her working life and currently is the practice manger in a specialist medical clinic in Edinburgh.

We were pleased to discover that she felt what we were doing was correct and offered us some new tips.

We have also had a visit from Aberdeen Enterprise Trust who gave us some training on providing excellent customer care.

HOW DO YOU THINK WE ARE DOING???

Jonathan



News

Some of you may have noticed the Statement of Intent on the entrance hall wall. On Thursday 28th July the practice underwent its assessment for Investors in People and we are pleased to report that we have been successful in achieving this business standard.



INVESTORS IN PEOPLE

Newsletter Edited by Donna Riddell & Jill Mitchell

Cross Infection Policy

Many people who visit the dentist may have worries about the chance of contracting an infectious disease through dental treatment. Please be reassured that, due to our strict cross infection policy, such an occurrence is extremely remote.

All of the team here receive regular training and have a Cross Infection Protocol to follow. We also keep up to date with all the latest guidelines.

Whilst we do not like to keep you waiting too long for your appointments, we always take time to ensure that the surgery surfaces are carefully disinfected between patients. Anything used in your mouth, or touched by contaminated gloves during treatment is disinfected and where possible sterilised at the recommended temperature. Disposable equipment is also used where appropriate.



A Drilling Day

Julie, Fiona and I were lucky enough to be given a day away from the practice to attend a workshop on the use of dental materials, care and maintenance of equipment and were excited to be given some hands on experience.

We thought it was great fun to be able to try to do fillings and root treatments - obviously not to real people you will be relieved to know! This has helped us to see things from the dentists' point of view and to appreciate how difficult their jobs are.

Mind you, all we need is a bit more practice, if we could only get some volunteers...

Perhaps not!!!

Jill



Denplan

Thank you all for choosing Hilton Dental Practice for your dental care needs. We are all proud of the work we do here at Hilton Street and our patients are our top priority. We strongly believe in providing a high quality service for all our practice members, communicating well with our members and with each other so that you get the most out of your visits to us here. Like any other organisation, we cannot get it right all the time.

If you feel that we have let you down in any way, please let us know and we will do our best to try to resolve the situation. If you have any suggestions or constructive criticisms we would be pleased to hear from you. We can only correct or improve faults if we are aware of them.

Thanks again!

See you all at your next appointment.

Jonathan and Moyra Aspey