



Welcome to our practice newsletter. We hope to be able to provide you with information on dentally related topics to supplement the advice we give when you visit the practice. Also, if you have not been in to see us for a while to remind you that we are here for you and can provide a variety of treatments and services.



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

NEW FAMILY MEMBERS

WELCOME

We are pleased to inform you that we are now accepting new practice members again. However, to ensure we are not inundated with requests for appointments, thus making it longer for you to wait for your appointments, we are limiting the re-opening of our practice to family members of existing patients only. Please contact the practice when their next dental health examination is due and we will arrange a new patient consultation for them.

OPENING OF PREVENTIVE DENTISTRY UNIT

Most of us would agree that habits learned as a child are very difficult to break later in life. So it is important to establish good dental health habits early. To emphasize our commitment to your children's best dental health we have introduced a Preventive Dentistry Unit (PDU) run by our hygienist, Donna. She comments, "I am really enjoying educating the kids in good hygiene routines, they are all so enthusiastic."

We are also ensuring good dietary practices, Donna explains "we will get the families to complete diet sheets and then sit down together and analysis them to see where problems may arise."

Now when you book your child in for their examination we will try to also arrange an appointment in the PDU at the same time. Please have your child bring their toothbrush with them so that Donna can give detailed advice with their own brush.

It is also important that children under 16 years of age are accompanied by a responsible adult, preferably a parent or guardian, so that we can be sure that our advice is being taken back home and acted upon.

MISTAKEN IDENTITY

Occasionally we find that there has been a mix up between ourselves and the Community Dental Clinic in Hilton Avenue. Usually this takes the form of messages being left on their telephone answering machine, rather than on our machine or getting through to our receptionist directly. Please ensure that you have called the correct practice and that your secretaries/PAs know the correct number to call if they are calling on your behalf.

TELEPHONE TROUBLES

We are still finding that some telephone numbers that we have on record are incorrect or out of date, as mentioned in the last newsletter. Please ensure that your details are correct and if you change address that you tell us your new phone number too. A daytime contact number is best for our purposes. Thanks.



Denplan



INVESTORS IN PEOPLE

COMMON TOOTH PHRASES

Here are some everyday phrases with a dental theme and their supposed origins.

Fight tooth and nail

Meaning: Take part in vigorous fight using all of one's available sources

Origin: The first reference to this phrase appears in 1576 and suggests that it is in some way related to biting and scratching, although no definite origin exists.

Armed to the teeth

Meaning: Someone who is well equipped and prepared

Origin: Although one would assume such an expression related to the teeth, in fact its origin can be traced back to the 14th century when 'to the teeth' meant 'well equipped' relating to the knights who would be adorned with head to foot armour.

Leave a bad taste in the mouth

Meaning: Leave a bad impression

Origin: Thought to have initially originated in the 1800's or thereabouts and, as the expression infers, it quite literally referred to a situation where someone ate something they didn't like and it left a nasty taste in their mouth.

Set one's teeth on edge

Meaning: Irritate or annoy

Origin: This expression dates back to around the 1600s and to the shuddering sensation created by a grating noise or similar irritation. Reference can also be found in one of Shakespeare's famous works Henry IV Part I.

Newsletter Compiled & Edited By The Team

FAILED APPOINTMENTS

Like all businesses that work an appointments system we suffer our fair share of clients failing to arrive. The cost of this lost production time gets passed on to everyone, as we have to assume a certain amount of lost time when we calculate our fee scale. However we do have a policy to deal with persistent offenders. We appreciate that everyone forgets things from time to time and will only remind people of our charging policy on the first occasion that an appointment is missed. On the second occasion a standard fee of £35 will be charged or if we have telephoned to remind you of the appointment the day before 50% of the appointment fee. Thereafter failed appointments will be charged at full hourly rates. While these charges will be rigorously adhered to, we really do not like the fact that we have to have such a policy in place. We do not like having to send out these accounts and would prefer not to have to send them at all. Also, it is frustrating as our patients are having to wait for 4-6 weeks for appointments.

PLEASE GIVE US PLENTY NOTICE IF YOU CANNOT MAKE AN APPOINTMENT.

The patron saint of dentistry is St. Appoline. She was martyred in AD 249 and had her teeth and jaw broken before dying of starvation. There is a 15th Century chapel on the island of Guernsey dedicated to her.

THE RISKS OF MOUTH

PIERCINGS

Numerous reports have highlighted the adverse effects of wearing ornaments in lip and tongue piercing sites. The main risk of wearing jewellery in the lip is gum recession occurring around the lower incisor teeth. There is more than a seven times greater risk. Tongue studs can cause gum recession too and also, more seriously, tooth fractures.

Archaeologists in Egypt have discovered the tombs of three royal dentists at the Step Pyramid at Saqqara, near Cairo -believed to be Egypt's oldest pyramid. They were identified as such by the two hieroglyphs showing an eye over a tusk. According to Egypt's chief of antiquities the location of the men's burial site attests to the Egyptian kings' respect for dentists.

PRIVATE COMPLAINTS

The General Dental Council (GDC) has set up a new complaints service for private dentistry. The aim is to provide fair, independent and impartial advice to patients and dentists, resolving complaints as swiftly as possible. The GDC president Hew Mathewson said: "The Dental Complaints Service will help patients resolve complaints about private dental care as fairly, efficiently, transparently and quickly as we can."

While we hope that you will never have cause to use this service we are duty bound to inform you of its existence and to remind you that a full complaints procedure is in place at the practice and should you wish to make an official complaint please approach the practice manager for the relevant forms. The Dental Complaints Service may be contacted on: 08456 120 540 or by email:info@dentalcomplaints.org.uk

FEEDBACK

We appreciate feedback on the newsletters and if you have any questions about the articles do not hesitate to ask the team for more information. We are all proud of our work and strive to continue offering high quality treatment and customer service. However, like any organisation, we cannot be perfect all the time and if you feel we have let you down in any way please let us know and we will do our best to resolve the situation.

We are always open to suggestions and constructive criticism and would be pleased to hear from you.