

# HILTON DENTAL PRACTICE NEWSLETTER

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**W**elcome to our practice newsletter. Thanks to those of you who have commented on previous newsletters - we are glad you are reading them.

We hope to be able to provide you with information on a variety of topics to supplement the advice we give when you visit the practice.

As always, we would appreciate feedback from you and don't forget to ask if you have any questions on the articles.

Past newsletters are available from reception, already practice members have been calling in to collect extra copies for family and friends.

*IN MIAMI, TWO JEWELLERS WERE CHARGED AFTER BEING CAUGHT GLUING GOLD INLAYS TO PEOPLES TEETH IN THE BACK OF A CAR. AMAZINGLY THEY HAD BEEN TRADING FOR A YEAR, CHARGING \$50-1,000 FOR TREATMENT, BEFORE ONE UNHAPPY CUSTOMER MADE A COMPLAINT.*



**5** years! A patient recently asked how long it had been since Moyra and myself had taken over at Hilton Street. When I told her it was 5 years in May 2003 she said, "Surely not?. How depressing, that means I am 5 years older."

Does the passage of time feel the same to everyone? Are there times when the days, weeks, months and years seem to pass so quickly and we are left with the feeling there is never enough time to get everything done?

However, just taking a little time to look back at all that can be achieved within 5 years and maybe time does not seem to pass that quickly?

In the five years we have been here one of the team got married, we have had two team members pass professional exams, someone left to work in corporate dentistry, we were joined by two excellent new members of the team. The practice has grown from one to two treatment rooms and people are recommending the practice to family and friends. We were accredited by BUPA DentalCover and achieved Investors in People.

Our main aim when we took over the dental practice was to create a place where we both felt enthusiastic about working. We believed that if we could create a pleasant atmosphere then anyone visiting or working in the practice would feel more comfortable. It was also a goal to deliver dental treatment in a manner that we would expect ourselves and our families to receive and this can only be achieved in pleasant surroundings.

We hope that we are never in a position where we feel we cannot improve the services we provide or that there is nothing left to learn. Although, 5 years has taught us all plenty

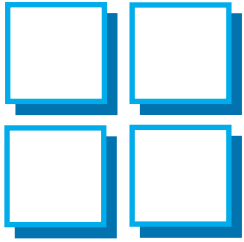
## *PRACTICE HOURS*

<b>Mon</b>	<b>09.00</b>	<b>-</b>	<b>17.30</b>
<b>Tues</b>	<b>10.00</b>	<b>-</b>	<b>19.00</b>
<b>Wed</b>	<b>09.00</b>	<b>-</b>	<b>17.30</b>
<b>Thur</b>	<b>09.00</b>	<b>-</b>	<b>17.30</b>
<b>Fri</b>	<b>09.00</b>	<b>-</b>	<b>17.00</b>



*LESS THAN HALF THE SCOTTISH POPULATION VISIT THE DENTIST REGULARLY.*

*CHEWING SUGAR-FREE GUM FOR 20 MINUTES AFTER MEALS CAN SIGNIFICANTLY REDUCE TOOTH DECAY.*



## A DECADE IN DENTAL HYGIENE

It's hard to believe, but it's 10 years since I qualified as a Hygienist from Dundee Dental Hospital and a visit there recently brought back many memories.

How things have changed! When I trained, the dental students and hygiene students had no interaction (except at the nearest bars!) and newly qualified dentists had asked me what exactly it was that a hygienist was trained to do! No wonder my patients had no idea why they were seeing me when the dentists didn't really know that much themselves!

Dental students are now given some experience of working along with the hygienists and this will improve the ability of dental staff to work together more effectively.

Hygiene training has been extended to two years from only one and new duties have been added, several just recently. Dentists are now aware of the benefits to the practice of offering hygiene appointments and patients are becoming more aware of the treatments we provide and their benefits.

*CHRONIC STRESS NOT ONLY MAKES PEOPLE MORE VULNERABLE TO CATCHING ILLNESSES, IT MAY INCREASE SUSCEPTIBILITY TO INFLAMMATORY DISEASES SUCH AS GUM DISEASE.*

When I qualified, the most common answer given, when asking a patient whether they used floss, would have been, "what's that?". Thankfully, the public are now much more aware of the importance of dental hygiene and most patients know what floss is and even how to use it. Admittedly, most of us still don't use it nearly enough (it should be every day - just thought I'd mention), but progress is being made!

There are many more magazine and newspaper articles now on dental treatments and hygiene products which all help to raise awareness. Electric and battery toothbrushes are big sellers and these are more effective and

more reasonably priced than ever. We are spending a fortune on whitening toothpastes and there is a lot more interest in cosmetic treatments such as tooth whitening and straightening.

Techniques are improving all the time and private dentistry gives the dentist and the patient much more choice. It also allows us more time so that we can take more care and provide a higher quality of treatment.

Hygienists are being trained in new, albeit minor duties and more may be considered in the future. The Hygienists Association is constantly striving to raise our profile and soon it will be compulsory for us to complete a minimum amount of continuing education training every year as has recently been introduced for dentists. This will certainly help to ensure all practising hygienists are kept up to date with current guidelines and treatments.

Here's to the next ten years and more

*THE PRACTICE OF 6 MONTHLY CHECK-UPS GOES BACK AS FAR AS THE 18<sup>TH</sup> CENTURY. IT IS NOW ACCEPTED THAT EXAMINATION INTERVALS SHOULD BE BASED ON THE NEEDS OF THE INDIVIDUAL*

## UPDATES AND TRAINING

Since our last newsletter, time has flown by as we've all been busy with training courses and meetings.

As a team, we all attended an update course in Resuscitation and Emergency First Aid at Aberdeen Royal Infirmary. We were individually assessed and you'll be pleased to know that we all passed. Although it is highly unlikely that a medical emergency should arise, our training and equipment are kept up to date just in case.

Jonathan has been running back and forth to Edinburgh (time to rest your sore feet Jonathan!) to receive training in the placement of Dental Implants. It is the most advanced treatment available for the replacement of missing teeth. Most of the other surgery staff will also be attending training days in Edinburgh - hopefully we'll manage to fit in some shopping too!

I've been on a course in reception skills - no matter how experienced you are it's good to pick up new tips. I'm also studying for an open learning BTEC course in Advanced Dental Reception which I'm now half way through. The course is enjoyable and

will help me to ensure the smooth running of the practice.

Dental Phobia was the subject discussed at a Dental Teamwork Group meeting that several of us attended to help us identify some of the problems faced by patients nervous of treatment and taught us some techniques to help your visit be as relaxed as possible.

Donna, our hygienist has attended

*GEORGE WASHINGTON APPARENTLY HAD HIS MOUTH STUFFED FULL WITH COTTON WOOL FOR HIS PORTRAIT FOR THE DOLLAR BILLS, DUE TO HIS POORLY FITTING DENTURES!*

several courses in Aberdeen and Dundee. Medical Problems in Dental Practice focused on medical conditions and their relevance to dental treatment, of which there are many! It highlighted the importance of taking thorough details of any conditions and medications as so many can influence your treatment, the use of anaesthetics and the prescribing of antibiotics for example.

Health Promotions ran a course for hygienists about the methods of giving up Smoking and the difficulties encountered! The mouth can be badly affected by smoking. Smokers can suffer from stained teeth, bad breath, an increased tartar build up, increased severity of gum disease and tooth loss and increased risk of mouth cancer.

The General Dental Council have now decided that hygienists can be trained to take Impressions for certain dental treatments and so Donna went to Dundee Dental Hospital for some lessons and is now happily practising on the nurses!

*Jill.*

## FEEDBACK

We are all proud of our work and strive to continue offering high quality treatment and advice.

However, like any other 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 try to resolve the situation.

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

*NEWSLETTER EDITED BY DONNA RIDDELL & JILL MITCHELL*