



Dental Care without Compromise

News

from Collins House

Collins House Dental Surgery
19 St Owen St, Hereford, HR1 2JB

For more information call:

01432 357717

or email: info@collinshouse.co.uk or look
on our website: www.collinshouse.co.uk

Keeping you informed

We hope that you enjoy this latest issue of our newsletter. We focus on how you can have a sensational smile, share with you the results of our customer survey and tell you about the government changes affecting the dental profession. If you have any feedback or questions, please do give us a call on 01432 357717.



Investing in you by investing in us

In 2009 a new government body called the Care Quality Commission (CQC) took over responsibility for the registration of all health and adult social care providers in England. Its aim is to ensure that all patients receive a common standard of care that meets essential levels of quality and safety. This means that all dental practices will be regularly assessed to show that they have met this level of quality and safety.

The Government has also issued new infection control guidance to all dental practices to ensure the safety of all patients. As this is a key consideration for us we have implemented some changes to the surgery, including our new central sterilisation suite.

As it is our dental nurses who undertake the majority of our cross infection procedures, they are now required to be registered with the General Dental Council. This reflects the increasingly important and professional role they play.

You'll be reassured to know that as a Denplan Excel Accredited practice we are already meeting all the above requirements, because your safety and quality of care is our top priority.

Complying with these high standards has increased our practice overheads but we have taken steps to absorb the costs as much as possible. We have maximised efficiency by closing our Belmont practice and concentrating our investment on one site. This means that we can bring you the highest levels of care in a very economical way.



Denplan
At the heart of dental care

Collins House Excels



Collins House is delighted to announce the fantastic results of our patient survey which many of you participated in just before Easter. We would like to thank everyone who took part.

The survey, part of the Denplan Excel Accreditation Programme, allows us to compare ourselves against the national average for patient satisfaction. It was completed by a random selection of 488 of our Denplan, Private and NHS patients in March. We are thrilled by the results which show that you are very pleased with us.

If you did not have a chance to take part in the survey, but would like to give us feedback of your own, don't worry; we are still listening. You will find feedback cards in both the waiting room and our reception area. We would still like to improve on these scores and so welcome your suggestions.

96% of you said that our cleanliness and hygiene was ideal compared to the National average for Denplan Excel practices of 93%.

An incredible **92%** of you gave us the highest possible score for the level of trust that you feel in our team. (National average 85%)

91% of patients rated the ability of our team to understand your needs as ideal. (National average 85%)

90% of our Denplan patients would not hesitate to recommend Collins House to a friend or family member, or indeed already have. (National average 81%)



Some of you suggested we should have background music in the waiting room and you will be pleased to hear that this will be happening in the near future. One patient mentioned quiet classical music and we think this would be exactly right; thanks for the feedback.

We were delighted with the many positive the comments we received and would like to thank all those who took the time to take part. Your comments are always more than welcome.

Once again thank you for all your feedback.



Need a reminder why regular check-ups are good for you?

It's always better to stop problems before they start and regular dental check-ups can help reduce the need for treatments.

At your dental check-up, we assess your oral health and look for any deterioration or improvement since your last visit. Each check-up includes:

- Checking for decay or wear in your teeth
- Checking your gums for disease
- Checking for oral cancer
- Dental x-rays when necessary
- Smoking and alcohol advice if necessary
- Treatment planning

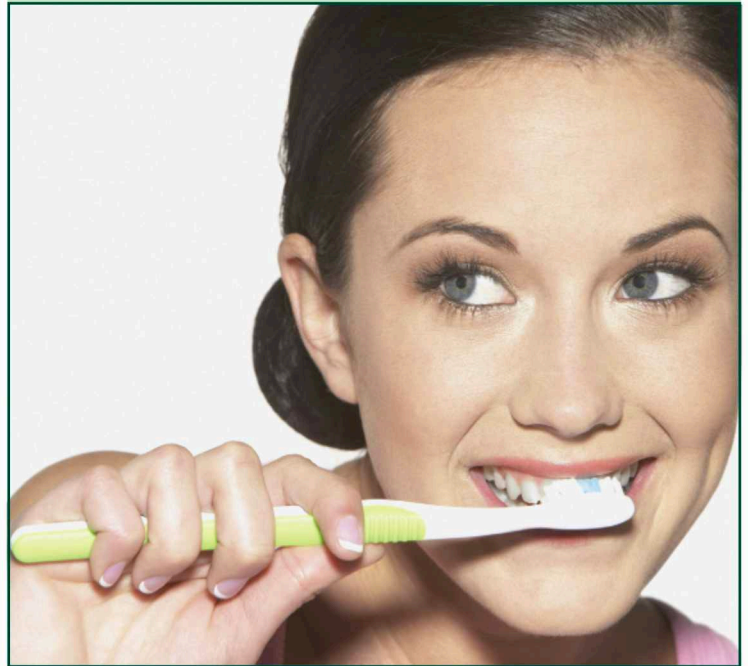
Denplan Care

Denplan Care is a monthly payment plan that helps pay for your preventive and restorative dental healthcare; for example your check-ups, your hygienist visits and any clinically necessary restorative treatment that you may need such as fillings, root canal treatment and crowns (excluding laboratory costs).

It also includes Supplementary Insurance, which is a dental emergency and dental injury cover. As with all insurance policies, terms and conditions apply.

If you have any questions, please ask our reception team for information or ask for a copy of the Denplan literature.

Give yourself a sensational smile



Healthy teeth are essential for a beautiful smile and the key to achieving them is to brush, clean in between your teeth, eat well and visit your dentist regularly.

Use a quality power or manual toothbrush and fluoride toothpaste for two minutes twice a day. Don't stop at just brushing your teeth and gums – give the back of your tongue a good clean as well – it harbours loads of smelly bugs which are a major factor in causing bad breath.

Ask our hygienist team to advise you on the best sized toothbrush for you.

Spit, but don't rinse. Rinsing after brushing reduces the effectiveness of your fluoride toothpaste so don't rinse it away.

Cleaning in between the teeth is still a minority sport in Britain as compared to the USA, but it is essential to do so every day to remove the harmful bugs that not only cause gum disease but can also be responsible for bad breath.

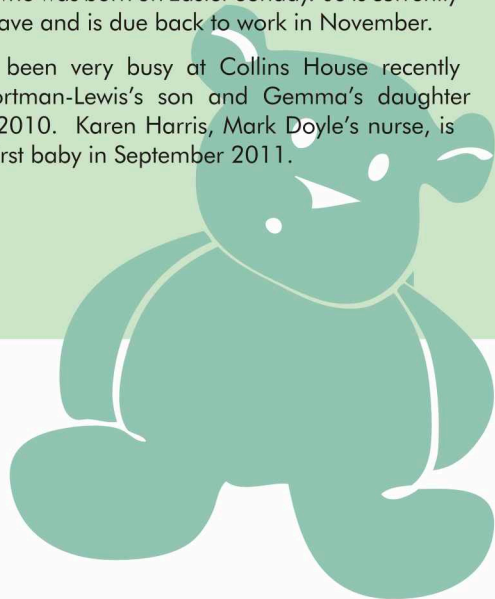
Lots of people find cleaning in between the teeth difficult, so ask your hygienist at your next appointment for a lesson in the best way to do it.



Congratulations to our dental therapist Jo Freeth

We are delighted to announce the safe arrival of Oliver Charlie Freeth who was born on Easter Sunday. Jo is currently on maternity leave and is due back to work in November.

The stork has been very busy at Collins House recently with Simon Portman-Lewis's son and Gemma's daughter being born in 2010. Karen Harris, Mark Doyle's nurse, is expecting her first baby in September 2011.



Did you know we offer tooth whitening and cosmetic dentistry?

Your smile is one of the first things others notice about you and you can reduce the tell tale signs of ageing and reduce stains by boosting the whiteness of your teeth.

To discuss your suitability for tooth whitening, please talk to your dentist.



Appointment reminders – SMS (text) messaging

We now have a free text messaging reminder service to help you remember your next appointment. Many of you have told us how useful you find this.

If you would like to take advantage of this service, please let our reception team know.

Please remember to let us know if you change your mobile phone number.

Opening times

Monday	08.45 to 17.00
Tuesday	08.45 to 19.00
Wednesday	08.45 to 17.00
Thursday	08.45 to 17.00
Friday	08.45 to 17.00
Saturday	by appointment

Useful Numbers:

Practice number

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