

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

Welcome to the latest edition of our practice newsletter. We share with you the results of our recent Care Quality Commission (CQC) inspection and give advice on ways you can care for you and your family's teeth.



Care Quality Commission Report Triumph

In September 2011 we became the first dental practice in England to receive an inspection from the Care Quality Commission, which began to regulate all dental practices in England from April 2011. The CQC Inspector was accompanied by the Parliamentary Under-Secretary of State, Earl Howe, Minister responsible for dentistry in the Coalition Government.

Fortunately, we were thoroughly prepared for the inspection process even though we only had 9 days notice of the visit. Although the preparation for CQC registration has been a costly and time-consuming exercise for the dentists and our team, the process has helped ensure that our practice offers you the safe and quality care you expect.

The inspection included interviews with practice staff and patients and the Minister spent time with Cecily, Simon's nurse, observing instrument sterilisation in our brand new decontamination room. In all the inspection took about 8 hours over two days.

The final report could not have been better and we share some of the highlights with you on page 2.





CQC Report Highlights

We would like to thank those of our patients that were interviewed by the CQC as part of the inspection process.

We would like to share with you some of the highlights below, although if you are interested, the full report is on show in the waiting room and is also available online on the Care Quality Commission's website.

The CQC said "All the information we obtained from our contact with people who attend Collins House was positive. People spoke highly of all the staff and told us they trust their dentist and feel safe".

Our patients made some lovely comments - here are just a few:

"Overall I can only highly praise Mark and his team: the premises are lovely, the reception staff friendly, and the care I receive is excellent"

"The best dental hygienist I've ever visited, pleasant, friendly and gentle"

Everyone the CQC spoke with said very positive things about their care at Collins House. One person said:

"I can't speak more highly of them, they are amazing. I feel lucky to have found this dentist"

We would like to thank everyone for their kind comments. Please continue giving us your useful feedback by filling in the comments cards which you can find in the main waiting room or at reception. This can be done anonymously if you would prefer.

Your teeth in a lifetime

Up to 3 Years

As soon as the teeth come through at about 6 months, they should be brushed regularly with a soft brush. Use a pea sized smear of children's fluoride toothpaste. Ideally the toothpaste should contain around 1000 parts per million (ppm) of fluoride (look on the small print on the back of the tube). Toothpastes containing 600ppm or less of fluoride should not be used. If your baby is fed from a bottle, it should not contain sweet drinks as this can result in teeth being in contact with sugar for prolonged periods. Sweetened drinks should only be drunk at mealtimes.

3 to 6 years

Continue to brush twice a day with fluoride toothpaste, but children should now switch to an adult version containing 1350 -1450 ppm of fluoride such as Colgate Total or Aquafresh Mild and Minty. Parents should still brush their children's teeth.

7 to 12 years

By the age of 7, adult teeth should have started to come through. Parents should oversee brushing to check their children are doing it properly. Make sure that sweets and sugary snacks or drinks are consumed at mealtimes only. The only safe drinks to drink in between meals are milk and water. After sugary snacks or drinks, teeth are under acid attack for up to an hour, so if you can reduce the number of times your child eats sugar through the day, you also limit the amount of time that their teeth are susceptible. This goes for adults too.

12 to 18 years.

Children should now be mature enough to take responsibility for keeping their own teeth clean. Teeth in this age group are particularly prone to damage caused by sugary or fizzy

drinks consumed between meals. Don't brush immediately after having an acidic fizzy drink or fruit juice – it is better to wait an hour to allow the softened enamel to harden in the salts in your saliva to avoid the risk of wearing it away with your toothbrush. If your child wears a brace, they need to pay particular care to cleaning around it. We would hate to see lovely straight teeth that are full of holes when the brace comes off.

18 to 50 years

Unfortunately nearly all adults have some form of gum disease. There are two main types; gingivitis and periodontitis. Of the two, periodontitis is the most serious because it actually eats away at the bone that holds the teeth in place, making them loose. The first signs of gum disease are swollen and red gums that bleed easily. Eventually if left untreated, the gums start to recede and if you are not careful, you will lose teeth. To reduce the chances of serious gum disease, you should brush gently and regularly as well as clean in between the teeth with floss or TePe brushes, and see your dentist regularly for dental maintenance.

50 plus

Some teeth may show signs of damage because they have been worn by constant or over brushing. Teeth may show signs of acid damage. As we mature, teeth go darker and some people may wish to consider whitening. It is more common to suffer from a dry mouth which may be made worse by certain prescribed medications. Avoid the temptation of sucking sweets to stimulate saliva flow; sugar free gum is just as effective and will not cause tooth decay. Continue to see the dentist regularly to maintain your smile.

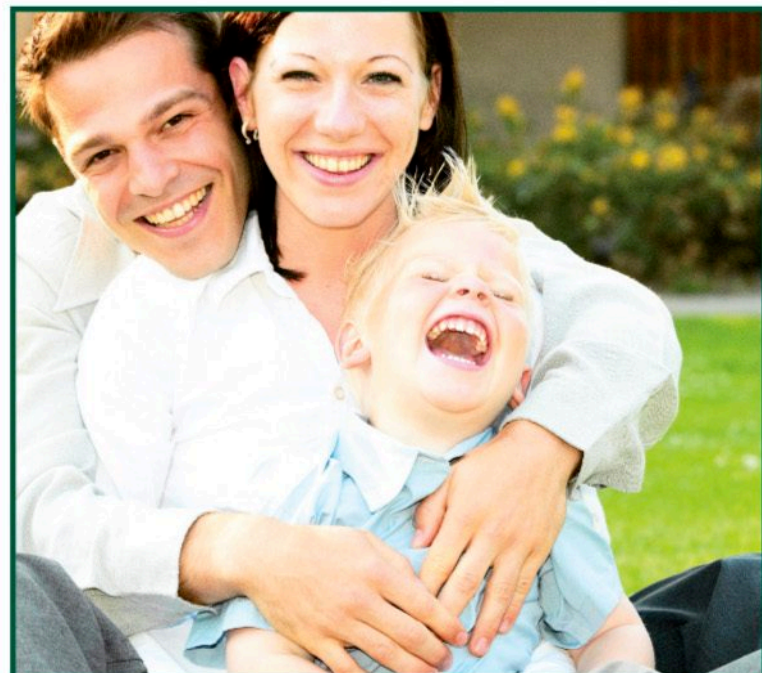
By following a programme of prevention, your teeth should give you less trouble and with a little care and attention, you should be able to keep all your teeth all your life.

Denplan Care

Denplan Care is a monthly payment plan that helps pay for your preventive routine 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 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 a copy of the Denplan literature.





Congratulations Karen!

Congratulations to Karen, Mark Doyle's nurse who has had a baby daughter. She is called Larna Rose and is keeping her parents very busy!



Exam Success!

Danni has recently passed her dental nursing exams with flying colours. She had a really tough day at Birmingham Dental School where she had to do a written exam paper, practical tests and a oral examination. We are all really proud of her.

Did you know we offer tooth whitening and cosmetic dentistry?

Your smile is one of the first things others notice about you. As we get older, our teeth go darker. Tooth whitening can reduce the tell tale signs of ageing 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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