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Dental Care without Compromise

NEWS

from Collins House



Claire Annett Joins Our Team

Many of you will already know that Elizabeth Tyler, one of our dentists has moved to Lichfield to be closer to her family. Elizabeth says "It has been a difficult decision to make as I have enjoyed more than eight years of working here and it has been a pleasure to provide dental treatment to my patients. However, I have decided to move to Staffordshire in order to be nearer to my family and my husband's workplace."

We are delighted to tell you that a very good dentist will be taking over from Liz. Claire Annett has lived and worked as a general dental practitioner in Hereford for over twenty years, and has moved jobs following a change of ownership at the practice where she has worked. She is an experienced Denplan dentist and is Excel accredited so you can be confident of a continuing high standard of treatment.

Claire is originally from Northern Ireland and qualified from Cardiff Dental School in 1988. In 1990, after working for two years in Hay-on-Wye, she moved to Hereford and liked it so much that she made it her home. She enjoys all aspects of family dentistry and firmly believes in encouraging a preventive approach to dental health from early childhood. She is married with two children and in her spare time enjoys playing hockey at Hereford hockey club and sailing.

“I am **really pleased** to be taking over from Liz and look forward to meeting her patients over the next few months”





Kayleigh Trainee Dental Nurse

Arrivals and Departures

We are really sorry to be losing Elizabeth Tyler, our associate who has been with us since she first qualified. We are also losing Gill Westlake-Toms, our part-time hygienist who emigrated to Australia in December. We are happy to welcome back Sarah Childs who will be taking over Gill's Tuesday slot. Many of you may remember Sarah who worked for us a dental nurse five years ago. Since then she has been to Cardiff University Dental School to train as a dental therapist; a demanding course that takes three years. She has been working in Hay-On-Wye since she qualified in 2011.

You may have already met Kayleigh who joined us as a trainee dental nurse in August. Kayleigh has made a great start and is really enjoying working here. She is currently studying for the NVQ in Dental Nursing.

New Computer System

We are upgrading our computer system in January. This represents a significant investment, but will greatly improve the quality of care that we can offer you.

Check-in Screen

You will notice that there will be a patient check-in screen just outside our reception area. Many of you will already be familiar with these from your doctor's surgery. We are hoping that you will never need to use it and our reception team will check you in personally with a smile, just like they always do. We have, however noticed that at certain busy times a queue can build up at our reception desk and if all you want to do is let our team know you have arrived, it can be frustrating having to wait in line. Under these circumstances, please feel free to use our simple touch-screen. If of course, you would rather wait until one of our team is free, then that would be perfectly fine with us.

Digital Radiography

Instead of having to wait whilst an x-ray film is developed, which takes several minutes, we have invested in digital radiography. The sensors are no bigger than the x-ray films that you are all used to. The advantage is that we can use an even lower dosage of x-rays than before to get a really high quality image which will appear on our computer monitor in seconds. In other words, we will speed up how quickly we get the results of your x-rays and get a better picture into the bargain.

Intra-Oral Camera

We will have a special camera linked into the computer system that will let us take a close up image of anything in your mouth, which will appear instantly on the computer screen. It might be that we would want to take a picture of a suspicious area of your mouth lining as part of a cancer check, or perhaps we might just want to show something at the back of the mouth that is hard for you to see in a mirror, to help you understand what we are talking about.

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	08.30 to 17.00
Tuesday	08.30 to 19.00
Wednesday	08.30 to 17.00
Thursday	08.30 to 17.00
Friday	08.30 to 17.00
Saturday	by appointment

Useful Numbers:

Practice number

01432 357717

E-mail address

info@collinshouse.co.uk



Mark Doyle – GDC Number: 60464
Simon Portman Lewis – GDC Number: 60732
Mark Sykes – GDC Number: 62342
Elizabeth Tyler – GDC Number: 83407
Claire Annett – GDC Number: 63386
Gill Westlake Toms – GDC Number: 5141
Sara Childs – GDC Number: 161322