

COLLINS HOUSE

Dental Surgery

19 St Owen Street, Hereford HR1 2JB | 01432 357717 | info@collinshouse.co.uk | www.collinshouse.co.uk

Dental Care without Compromise

NEWS

from Collins House



Congratulations to Simon and Melissa Portman-Lewis

We are delighted to announce that Simon and Melissa were married on a beach in Jamaica at the end of May. Their young son was the ring bearer. We wish them every happiness in their married life together.



We are accepting new Denplan Patients

Some of the dentists have changed their hours recently so we have some spaces for new Denplan patients. If you have a family member or a friend who would like to join us, please let our reception team know and we will do our best to accommodate them with the dentist of their choice. We really value the recommendation of our satisfied patients.

Denplan
EXCEL
QUALITY ASSURED



Denplan

At the heart of dental care

You said; we did

Thanks a million to all of you who have taken the trouble to fill in a feedback card (available in the waiting room or reception). We thought you might like to know that we have been listening. We have moved the water cooler into the waiting room, placed a mirror by the front door so you can check your appearance on the way out, and adjusted the check-in screen to shorten the time that information is displayed. We have also tried hard to improve access if you have a disability. We have put a ramp by the back door, a rail by the toilet and have changed all the door handles in public areas to lever action handles. If you are hard of hearing and wear a hearing aid, we have a portable hearing loop – just let us know if you would find it useful. We just don't know what to do about music in the waiting room – some of you love it and some of you hate it!

Refurbishments

You will have noticed that we have been very busy redecorating reception, the hall, stairs and landing, the waiting room and patients' toilets. Thank you for bearing with us. It has taken a long time, since we have only been able to have the work done at weekends and evenings. There was one night when Sean the painter worked until 2.30am. We hope you like the end result.

Supporting Local Charities

Collins House has recently sponsored a race at a charity race night at Ganarew Manor to raise money for the Westfield School Bubble Appeal and Marches Family Network. The horse's names were dentally themed and "Phil McCavity" narrowly beat Simon's horse "Is it Safe?" in the Doyle Championship.

You may have noticed that our waiting room magazines are always up to date. Rather than just recycling our old magazines, they all go to St Michaels Hospice where they are available for patients and visitors.

When we upgraded our computer system earlier this year, we were faced with a dilemma about what to do with our old computers which were still in good working order. We donated them to a company in Shrewsbury who after securely wiping all information, were able to reconfigure them and give them to needy families and UK based charities.

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

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|-----------|----------------|
| 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: 60464
Simon Portman- Lewis: 60732
Mark Sykes: 62342
Claire Annett: 63386