

COLLINS HOUSE

Dental Surgery

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Dental Care without Compromise

NEWS

from Collins House

We were delighted that:

- ✓ 94% of you rated the attitude of the dental team as ideal
- ✓ 96% felt that the practice cleanliness and hygiene were excellent
- ✓ 93% said that we were competent and that we explain things clearly so that you understand your treatment and the options available to you

While much of the feedback we received was really positive, there were some things that you felt we could do to improve.

As a result of your comments...

- ✓ We are delighted to have been able to introduce free access to our Wi-Fi network for patients. Please ask at reception for the password
- ✓ We now stock a selection of sugar-free snacks for you to purchase at reception
- ✓ We shall endeavour to ensure that you are always kept up to date if one of our surgeries happens to be running late due to an emergency. We do try to keep to time but just occasionally things occur which are outside our control!



Denplan Excel Patient Survey results

Thank you to all those who took part in our recent patient survey – over 920 questionnaires were completed which was absolutely brilliant. We take your comments and suggestions seriously and are pleased to be able to share with you some of the results.

Please remember that:

- ✓ We can only remind you of your next appointment by text message if we have the correct mobile number. Please do let us know if your details change!
- ✓ You are welcome to bring your own iPod or MP3 player – we know some people prefer to have their own music to listen to while they're in the surgery!
- ✓ We do offer late evening appointments with our dentists on a Tuesday and occasional Saturday morning sessions for private and Denplan patients. Please ask at reception for more information

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. We would still like to improve what we do and so welcome your suggestions at any time.

Please speak to Alisha Payne, our Practice Manager, or place your suggestions in the waiting room or reception box.

Denplan
EXCEL
QUALITY ASSURED

 **Denplan**
At the heart of dental care

New patients

We are currently in the position of being able to take a limited number of new Denplan patients. The biggest compliment you can pay us is to recommend our practice to your friends and family. If you know someone who needs a caring friendly dentist, please let us know and we will happily offer them an initial consultation.



Arrivals and departures

Welcome to Alisha, our new Practice Manager. Alisha previously worked at another local practice and lives in South Herefordshire.

We also welcome Natalie, our new Dental Nurse, who has taken over from Niki.



Alisha



Natalie



Would you like less cavities?

Sometimes fillings can be avoided. Here at Collins House we live by the motto "prevention is better than cure" and so have started conducting more detailed, personalised examinations for our adult patients. These are usually done every 2-3 years and are called DEPPA assessments. They allow us to individualise your treatment planning and recommend care that will help to stop cavities before they start. As one of our many prevention tactics, a number of our patients will have already had a strong fluoride varnish, usually banana or watermelon flavoured, applied to their teeth after cleaning. Recent evidence shows this may reduce fillings by a third in at-risk patients.

It is always recommended to limit your intake of sugary foods and drinks, especially between meals. To help provide you with some ideas for sugar free alternatives we have started stocking some snacks on reception for you to purchase.

Clean teeth are less likely to get decay or develop gum problems, so we also stock a range of cleaning aids that will help you achieve optimal tooth cleanliness. If you need any help, your dentist or hygienist can advise you on which products will be the most effective for you.

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

GDC numbers

Mark Doyle: 60464
Simon Portman- Lewis: 60732
Mark Sykes: 62342
Claire Annett: 63386
Natalie James: 251407

