

Dental Care without Compromise

NEWS

from Collins House

Denplan patient survey

Every 3 years we ask for your help with our Denplan survey. Having recently received our 2017 results we are delighted to once again be rated higher than the National Average for patient satisfaction, and would like to thank you for your continued loyalty and support.

We take your comments and suggestions seriously and would like to share with you some of the results.

- 98% of you rated the attitude of our dental team as being ideal
- 99% of you felt happy with the overall cleanliness and hygiene standards around the practice
- 96% of you were confident in the skills and competence of the clinician treating you

As a result of your comments:

- We will soon be playing background music in the waiting room. As we have received requests for both the radio and music playlists, we are hoping to be able to deliver a solution that provides this variety
- We always endeavour to keep appointment cancellations to a minimum, since we know your time is valuable, but occasionally due to unforeseen circumstances, we sometimes need to reschedule our appointments. We will always try to give you as much notice as possible if this happens and reschedule a date as quickly as we can.

Please remember that:

- We offer late evening appointments on a Tuesday with most of our clinicians, and occasional Saturday mornings for our Denplan and Private patients
- We offer certain cosmetic treatments in addition to general dentistry. Please ask reception for more information
- We provide a free appointment reminder service via email or SMS. Let reception know if you would like to update your reminder preferences, and make sure you keep your contact details up to date for future appointments
- We offer late evening appointments on a Tuesday with most of our clinicians, and occasional Saturday mornings for our Denplan and Private patients

If you didn't get a chance to take part in the survey, you can always leave feedback on one of our cards and pop it in the feedback boxes in the waiting room or in reception.

Surgery spruce up

In our continuous development of the practice, Claire's surgery was refurbished in June. Over the past 5 years, Mark, Simon, and Mark have invested heavily in the practice to ensure that the surgeries and facilities are to the highest standard, and Claire's surgery was the final piece of the puzzle. We hope those of you that spend time in there are impressed with the end result.

Spotlight on staff

Mark Sykes has now completed his MSc in Advanced Minimum Intervention Dentistry and graduated in December 2016. Since then he has embarked on a new and exciting chapter in his career, and is now a Clinical Teaching Fellow at Bristol University. It is for this reason that Mark is no longer in the practice on Thursdays. Mark is really enjoying the fresh challenge this role brings and we are all very proud of him.

Letitia Rock (Tish) has been with Collins House since July 2015 and has recently passed her Level 3 Diploma in Dental Nursing. It has been very rewarding to see Tish develop in her role and she is a very valued member of our team. Congratulations from us all!

We would like to wish Rebecca Whaley (Becca) a warm welcome. Becca joined us as a trainee dental nurse in February of this year and has recently passed her Level 3 Diploma in Dental Nursing. Becca has adjusted well to her new role and we are all very proud of her.

Rachel Anstey is our newest arrival, joining us in July this year as a trainee dental nurse. Rachel will soon be starting her NVQ Level 3 Diploma in Dental Nursing

New patients

We are in a position to accept 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.

Big Blacks

Some of our team took on the Big Black Mountain Challenge recently in conjunction with some of the Church Street, Leominster dental team.



The weather was kind to them and they all had a thoroughly enjoyable day despite the blisters and bruises.

Tiny new arrivals

We would like to congratulate our lovely dental nurse and oral health educator, Leanne, on the safe birth of her beautiful little girl and the newest (and youngest) team member at Collins House, Lara.

We have recently said a temporary goodbye to Cecily as she embarks on motherhood in 2017. We can't wait to meet our next tiny new arrival!



Laura's London success

Laura, one of our brilliant hygienists, completed the London Marathon in April of this year.



Laura ran for the Little Princess Trust, a fabulous local charity that provides real hair wigs for children who suffer hair loss due to cancer treatment. Laura completed the marathon in a speedy 3 hours 41 minutes, which is an amazing achievement, as I'm sure you will agree. Thank you to everyone who sponsored Laura.

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
reception@collinshouse.co.uk

 **Find us on Facebook**



GDC numbers
Mark Doyle 60464
Simon Portman-Lewis 60732
Mark Sykes 62342
Claire Annett 63386
Meera Thakar 103096
Laura Tootell 5532

Leanne Clyde 173447
Cecily Kellett 116659
Letitia Rock 269633

 **Denplan**
At the heart of dental care