



# — word of — mouth

Issue 3

The newsletter for the staff and customers of Whitby Dental Practice

## Congratulations!

**Paula Reed** (right) for completing and passing her Radiography qualification.

**Dr Mari Edwards** (left) for passing her Sedation exams and for following in the Practice tradition of teaching at Liverpool Dental Hospital.



## Opening Hours

Monday .....9.15am - 7.00pm

Tuesday .....8.15am - 7.00pm

Wednesday ..8.15am - 5.00pm

Thursday .....8.15am - 7.00pm

Friday .....8.15am - 5.00pm

Saturday by appointment only

## Denplan News



**We would like to thank** all of our patients who took part in the recent Denplan survey. We were very pleased with your responses and confirmation that we appear to be getting things right! However, we do take your comments seriously and the two issues that required improvement were Car Parking and Joint Appointments for Dr Dewhurst and the hygienist, both of these have now been addressed.

The Car Parking became an issue due to temporary landlords at The Sportsmans Inn employing a clamper. This resulted in our decision to donate to St Thomas' church funds to enable us to use their car park. This has proved to be very popular with our patients, please collect a compliments slip from the surgery to display in your windscreen.

There is also a new landlord at the Sportsmans who is far more accommodating to our patients.

Joint appointments for Dr Dewhurst have become more available now that she has returned to her regular hours. We can usually accommodate a joint appointment on a Wednesday morning and a Thursday afternoon.

**The survey also prompted us to compare our service with other Denplan practices in the North West and we were surprised to discover that:**

- No other practice offers Denplan patients quarterly hygienist appointments. We feel that this is extremely valuable in helping towards good oral health and as a preventative practice are delighted to find that the majority of our patients are benefiting greatly from this.
- Not all of the other practices offer same day emergency appointments. Obviously very important if you are in pain or have suffered a dental trauma.
- None of our colleagues are offering as many late opening times. We're open until 7pm on Monday, Tuesday and Thursday we also open at 8am every morning except Mondays.
- We are one of only a small percentage of practices in the area to offer an extensive list of on-site dental specialists; Dr Emma Varga – Specialist Oral Surgeon, Dr Andrew Watson – Specialist Endodontist, Dr Jonty Meisner – Specialist Orthodontist. In addition to this, the majority of our Dental Nurses have specialist qualifications to compliment our team of Dentists who are all formally recognised by the GDC.
- We are one of only 12 accredited practices in a 35 mile radius.

Having our own on site specialists means that should you require any additional treatment there aren't any long waiting lists to contend with.

*We offer consecutive Dentist / Hygienist appointments for your convenience and continuity of care. Our Denplan increase will be, in most cases, less than 30 pence per week and will take effect 1st January 2008 we believe that our Practice still represents excellent value for money.*

**Facial Line Softening** - Our facial rejuvenation has really taken off with regular and new clients taking advantage of our Dentists knowledge of the facial muscles and skill with needles. This, coupled with teeth whitening, is ensuring that our patients are looking better than ever before.



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## Practice Manager



We'd like to introduce our new Practice Manager **Pauline Flashman** who joins us from a sales / customer service background. Many of you may know Pauline, who, along with her husband Jeremy have been Managers of The Stamford Bridge Inn in Tarvin and The Pollard Inn in Willaston.

## Car Parking

Car parking facilities are now available at St Thomas' church. We now make a monthly contribution to the church fund and in exchange they allow us to use their large, clean and tidy car park. Please take a compliments slip from our reception desk to display in your windscreen whenever you are visiting the dentist. **Thank you.**



## Gunjur Project

Lindsay Shipman Administration Manager / receptionist gave up her time to assist with the Gunjur Project in Gambia, offering her help educating severely under privileged children in oral hygiene. Lindsay was able to take large donations of toothbrushes, pens pencils and stickers all supplied by local businesses. Lindsay found her trip very rewarding and had an amazing experience and is hoping to return to the project in March 2008.



## Lyndsey Paul

Thank you for all of the Get Well wishes sent to our nurse, Lyndsey Paul who suffered a brain aneurysm at Easter. Lyndsey is making a fantastic recovery. We all wish her well and are hoping to see her back with us early in 2008.

# 5 steps

## to Dental Implants

### 1. Initial Consultation – Treatment Planning

At the initial consultation, after discussing possible alternatives, Dr Kelso will assess the feasibility of providing implant treatment. X-rays may be taken and preliminary study models of your teeth are prepared. A written plan is usually then formulated detailing the sequence of treatment and associated fees.

### 2. Dental Implant Placement

Implants are placed sterile conditions in the dental surgery. If, after assessment, the underlying jawbone is judged to be deficient, a number of options are made available for bone regeneration. This may be carried out prior to or at the same time as the implant placement.

### 3. Healing Period

In most cases it is often suggested that a period of three months or more be allowed for the implant to fully integrate and heal. The patient's own denture or in some cases a simple adhesive bridge can be worn during the healing phase.

### 4. The Restorative Phase (Making the Actual Teeth)

Once integrated (or healed), the implants will be uncovered and a variety of restorations will be considered to create the actual tooth (or teeth).

Dental Crowns: These are made to match the colour of your natural teeth and can be made from porcelain or ceramic

Dental Bridges: These are appliances with either a single or multiple artificial teeth in the middle, which is secured into the gap of the missing tooth (or teeth) by clipping itself onto the natural teeth on either side.

Removable Denture: The denture is clipped onto the dental implants.

### 5. Maintenance

Following the completion of implant treatment, patients need to clean thoroughly around the implants as instructed by the dentist. They should attend their dentist for regular review so that the health of the soft tissue, bone levels and the integrity of the restoration can be checked.

*For more detailed information about any of these articles, please speak to Pauline on 0151 355 2474.*



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