

BURGESS HILL DENTAL

Newsletter Winter 2012

Issue no 4

Burgess Hill Dental Excels

We are delighted to announce the **fantastic** results of our annual patient survey and we would like to thank everyone who took part. The survey is part of the Denplan Excel Programme.

An incredible 98%

of you said the inside appearance and cleanliness of the practice was very good

92% *of you said we understood your needs*

92% *said we always explain what treatment is required and why*

96% *of you said the attitude of the team was friendly and caring*

The comments we received were quite overwhelming. We are delighted to learn most people thought we were friendly, kind, caring and professional.

"Friendly, always a smile"

"great positivity and lovely staff all around"

'trust them completely'

'Up to date technology'

"My dental nurse did a fantastic job putting me at ease" "

"Happy atmosphere very professional"

"Flexible opening times, late evenings"

Thank You!

Some of you told us you are kept waiting past your appointment time. We are taking steps to reduce this. A detailed copy of the survey results is available at reception. If there is anything else you think could help us improve please complete a comment form (kept in both waiting rooms).

Just post in the box at reception.

Knowing what you think of our service is crucial. Please tell us!

Keeping you informed

Sorry it's been a while! To try to keep you more up to date with what's happening at the practice we have reduced our Newsletter to one page and we are hoping to produce it more frequently. We will also email it to you if we have your current email address. Please complete box below and give to reception team. Thank you.



Name.....

Email



We're investing in your safety

The Care Quality Commission (CQC) have taken over responsibility for the registration and inspection of all health care providers including dental practices. The government have also issued new infection control guidance to ensure dental patient safety.

Our nurses undertake the majority of the cross infection procedures and they are now required to be registered with the General Dental Council. This reflects the increasingly important and professional role they play.

We are committed to providing the highest standards possible. As a Denplan Excel accredited practice we are already meeting all the requirements, as your safety and quality of care is our top priority. There are inevitably increased running costs to fulfil these new regulations but careful management means we have been able to subsidise these costs to keep any fee rises to a minimum this year.

New staff, a wedding and lots of BABIES



Emma Had Riley on February 1st 2011. He is now walking and talking. Emma has decided not to return to dental nursing for the time being. *We all miss her!*



Sally Got married to John in June 2011. They had a fabulous day and Sally is now expecting a baby boy in May. She plans to return to us in Jan 2013.

*Double Congratulations
Sally and John!*

(We are making plans to ensure Sally's patients will be well looked after while she is away).

Katie

Katie is expecting a baby boy due in March. This is number 3. A brother for Grace and Ruby. She is hoping to be back with us in November 2012.



We are really pleased to introduce **Lucy Long** our latest team member. Lucy has worked previously at Boots in the photography department. Lucy is working towards gaining her dental nursing qualification. *Welcome Lucy*

Jenny Eyres

Jenny joined us in Dec 2010 as a trainee dental nurse working with Sally and Jo. She is progressing really well with her nursing qualifications. And*Guess What!*



Jenny is also expecting a baby boy in May! She is pictured holding some Jaffa Cakes - one of her cravings- at our christmas party. Jenny hopes to return early in 2013.

Tammy Griffiths

We are delighted to welcome Tammy to the Burgess Hill Dental team. Tammy is a very experienced and talented dentist. She qualified in 1988 from Birmingham university, with honours and many prizes. She gained the highly acclaimed Membership of the Faculty of General Dental Practitioners in 1996. After a year working in the dental hospital in Birmingham, she moved to Brighton. Tammy is working initially on Wednesdays until 7.00 and on Friday mornings. Tammy met her husband Tim, at university. They have two daughters, Alexandra and Emma, Tammy says 'I love "Horrible Histories", the gym, my family and The V&A museum.' We can also tell you she makes very good cakes! Tammy takes a special professional interest in cosmetic dentistry and non surgical facial aesthetics.



We hope she has a long and happy future with us

PRACTICE MANAGER and RECEPTION TEAM photo call



Just to help you put names to faces!