

Practice News

Summer 2013 Edition

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CHARMINSTER HOUSE
DENTAL PRACTICE

Happy 1 Year Anniversary!



Hello! Welcome to our newsletter, one year on!

So, here we are one year on from when we took over the practice. Time really has flown by. We have very much enjoyed meeting all of our patients so far and are very grateful for the warm reception given to us. You really have made us feel welcome and we feel privileged and honoured to be able to look after your dental health.

We were very aware that it would be a daunting prospect to have a new dentist but truly hope that we have alleviated those initial concerns you may have had. We greatly appreciate the loyalty shown to us by our patients and promise to continue to do our utmost to provide you with the very best care that we can deliver.

Bournemouth has become our home and we feel like we truly belong here. We have been exploring the sights and attractions that Bournemouth and Dorset have to offer and are really enjoying this beautiful part of the country. If you have any recommendations on good places to visit, please let us know!

Our existing team of staff have all stayed with us to help us through the transition and we would like to extend our sincere thanks for all their support, hard work and effort over the past year.

We have spent the last year investing in the practice to improve patient care including the purchase of new surgery equipment, a brand new dental implant system, computers and decontamination equipment. This will help ensure that the practice continues meeting the high standards that you have come to expect of us.

Our new logo and stationary



Old Logo



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DENTAL PRACTICE

New Logo

We have been working on updating our logo and practice stationary. We wanted to keep the feel and style of the previous logo but just refresh it a little.

The new logo will be applied to all letterheads and stationary in the near future as well as to the website which we are also in the process of updating.

We hope you like the new look but please rest assured that although the logo and website will be updated, the core ethos of the practice remains the same. We and all the staff here will continue to look after you in the same way that you have come to expect from us.

www.charminsterdental.co.uk

We've gone computerised!



You may have noticed that we have installed computers into all the surgeries. Although we have had computers at reception since 2006, this was mainly used for appointment booking. With the introduction into the surgeries we can now input clinical records onto the computer as well providing computerised printouts where needed. The aim is to improve efficiency and accuracy and most importantly reduce waiting time at reception. We fully comply with the Data Protection Act so please rest assured that all your information is stored correctly, securely and backed up daily.

Comments, Suggestions and Feedback



We value any comments or suggestions you may have, good or bad. It helps us improve our service to you and is a great tool to monitor the satisfaction of our patients. The comments are checked regularly and audited on a three monthly basis. We are very happy to say that the results of our last audit was 100%.

We would however like to carry out a more detailed survey to make sure that you are happy with all aspects of the practice, and therefore we have enclosed a survey with 200 of our newsletters. We would be very grateful if these could be returned in the SAE before the 27th September. If you don't have a survey but would like to fill one out please ask at reception. Your comments are always welcome!

We value your continued support and look forward to seeing you at your next appointment

Text Messaging

We are now sending the majority of our recalls by text message rather than letter. If you have a mobile phone and would like to receive these by text please let reception know.

We also send out our reminders by text message, but if we don't have a mobile number for you, you will receive it as a message on your home phone. We are currently trying to alter the automated voice so it is a little friendlier! If you would like to opt out of this service however please let us know.



Staff news

Samir has been successful in gaining a place on a part time Masters degree (MSc) in Endodontics (root canal therapy). The course is based in a London and starts in October. To accommodate the course he will be taking every other Wednesday off from the practice during term time but will instead work every Friday to ensure that there is always availability for patient appointments.

Saffina is now placing dental implants in-house at the practice using the new implant system. If you are interested in discussing if implants are suitable for you, feel free to get in touch with us.

Clive is continuing to work part time on a Thursday and Friday morning and is loving semi-retirement! He has taken on the role of Treasurer for the American Dental Society of Europe which will keep him very busy and out of trouble for the next three years.

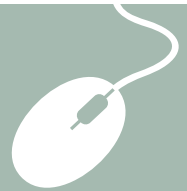
Sophie has passed her one year NVQ level 3 in dental nursing. Congratulations Sophie! She has really enjoyed the nursing side of things and will continue to work alongside Samir as well as on the reception desk. She needed to put in a lot of work for this success and we are very proud of her!

Laurie completed her dental radiography qualification last August and she is now able to take dental radiographs alongside the valuable dental health education which she already offers. It is a real achievement, well done Laurie!

Lucy our practice manager has now returned from maternity leave after having a baby boy last July. She has enjoyed getting back to work and is busy ensuring that we are up to date with all the latest regulations, remain fully compliant with the CQC guidance, as well as keeping a check on the staff (and of course the dentists!)

Jessica has now tied the knot, and has returned back to work after her honeymoon in Italy. She has been filling us all in on the details of their big day and she is now enjoying settling in and redecorating their new home.

Log on to our Website



For any further information including our opening times, fees and a little more about Samir and Saffina, please go to our website at:

www.charminsterdental.co.uk



Saffina Nanji



Samir Jivraj



Clive Nicholls



Elena Cheshankova

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