

Practice News

Summer 2014 Edition

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CHARMINSTER HOUSE
DENTAL PRACTICE

Welcome to our yearly newsletter

This is a great opportunity for us to keep you up to date with the latest news and developments at Charminster House Dental Practice!



Baby News

On May 1st Samir and Saffina had a beautiful baby girl called Amara. She weighed 6lb 7oz and is lucky enough to have a big brother to help look after her! Saffina will be returning to the practice one day a week in September and will be working her usual hours again in November. We would like to thank Clive Nicholls for all his help covering Saffina's maternity leave over the last few months.

CQC Inspection

Last November the practice was inspected by the CQC (The Care Quality Commission). Some of our patients were interviewed as part of this inspection and it was really lovely to hear some of the positive comments which were made. As expected the practice passed all five standards and we are proud to continue to provide the consistently high quality of care that you have come to expect from us.

A copy of the inspection report is available on our website or you can download it from the Care Quality Commission website.



Patient Questionnaires

Last year we sent out questionnaires to 200 of our patients selected at random. The overall response was very positive but a minor criticism was the selection of magazines in the waiting room. We have addressed this now and have included some new magazines so that there is a better selection for all our patients. Please do let us know if there is anything else you would like to see improved, and of course positive feedback is always welcome!

Surgery Improvements

At the end of this year we are looking at refurbishing surgery 2. We are going to the Dentistry show in October to test out some new chairs and hope to find one which will be so comfortable you won't want to get out of it!

We are very excited about the improvements we are making to the practice and look forward to sharing our plans for future developments with you.

New Hygienist

We are very happy to welcome Tracey Monaghan to our team who started with us in March of this year. She qualified as a dental hygienist/therapist in 2009 from the University of Portsmouth and was also awarded the British Dental Association (BDA) - David Baird Prize for Dental Therapist of the year. She has settled in to the practice very well and we have had really positive comments from our patients who have already seen her.

Website



Our new website was launched recently and after a year of careful planning and design we are delighted with the new look! The new website offers a comprehensive guide to the practice including details of treatments that we can offer you, as well as a smile gallery and a testimonial page. Please feel free to take a look at www.charminsterdental.co.uk

Facebook & Twitter



We have finally joined the social technology age and we have a Facebook and Twitter page. 'Follow us' or 'like us' to receive our blog which will be written by the staff at the practice on a regular basis. We hope to keep you up to date with new developments in dentistry as well as staff news and community events. You can link to us through our website.

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

Training and Education

You can rest assured knowing that all members of staff carry out regular training in all aspects of their work. We carry out monthly training sessions as well as holding regular practice meetings to ensure you are receiving the best standard of care possible. Laurie has completed further training in dental health education and is due to sit her exam later in the month.

Also Saffina has been asked by the British Society of Periodontology to deliver a lecture about the placement of implants in patients who are susceptible to gum disease. She is planning to lecture on a regular basis, and will also provide workshops in the practice for other dentists in the area. This will be a really exciting opportunity for Saffina!



Samir's Endodontic Course

Samir has now completed the first year of his Masters degree in endodontics (root canal therapy) and has passed all his end of year exams! He has found the course so far to be fascinating and is already putting the latest materials and techniques to good use. His bedtime reading of root canals will continue over the summer ready for year two!

Children's Dental Health Open Day

In the near future we are planning to hold a free open day for children that focuses on their dental health. This will involve lots of fun and exciting things to do including different experiments, tooth brushing demonstrations, sugar free treat ideas and much more.

This will not be limited to patients of the practice so if you know of any other families who might be interested, please let them know. There will be no charge for this event and all children will receive a goody bag on the day. Please contact the practice if you would like more information and we can email you further details nearer the time.

All updates will also be posted on our new Facebook page.

Exciting news...

At the time of writing we are very pleased to let you know that Hannah our receptionist has announced her engagement to her boyfriend Matt. We are all really happy for them both and look forward to hearing about their wedding plans!



Saffina Nanji



Samir Jivraj



Clive Nicholls



Elena Cheshankova

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

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