



Grayes Dental Care newsletter

Issue 17

The Yorkshire Three Peak Challenge

On Saturday 15th June the team at Graye's Dental Care took on the challenge of walking The Yorkshire Three Peaks with a route is 27 miles (38.6km), and includes 1585m (5200ft) of ascent.

The challenge meant taking on the peaks of Pen-y-ghent, Wharfedale and Ingleborough, which we completed in 12 hours and 37 minutes, the weather and conditions started off perfectly but the rain started just in time for the ascent of the last peak.

In total we have raised an amazing £2992.87 plus a generous donation from Denplan and with an initial target of £2000 we have achieved that and more. A big Thank You to all our patients that have sponsored us and helped raise money for Jeff Sykes and this will go a long way in helping towards the cost of his physiotherapy and the building of a new ramp in his garden.



Catching up with Jeff and Carol at The Woodman after our walk



Newly qualified

Tom our trainee dental nurse who has become a familiar face to many of our patients has now finished his apprenticeship and has fully qualified as a Dental Care Professional! We are very proud of Tom and his achievements and is a real asset to our practice.

As well as all his cross infection control duties, Tom records our monthly water temperature checks as part of Legionella governance as well as cleaning air conditioner filters and toys in reception weekly.



Cold sores Fact File

Herpes Simplex type 1 (HSV1) is the virus that causes cold sores. Cold sores are lesions that usually occur around the nose and mouth of affected patients and can be triggered by stress, illness, and sunlight.

HSV1 is highly contagious and this poses real problems within a Dental setting. In particular, the virus can be spread via aerosol during dental treatment putting the staff at risk of infection and the patient at risk of reinfection. A particular concern is that the virus can infect the eye (Ocular Herpes) which has the potential to cause blindness.

It is our policy at Grayes Dental Care to postpone any non urgent dental care until the cold sore has fully healed. If you develop a cold sore and realise you have a dental appointment approaching, please ring us to rearrange your appointment for when the cold sore has healed. If you are in any doubt, you are very welcome to contact reception for further advice.

Let's all do our bit for the planet!

Plastic and recycling is a huge talking point at the minute and we should all be thinking about what we can all do to reduce the amount of plastic we use. Plastic production contributes to climate change, and the waste harms the environment, polluting our waterways and threatening our wildlife.

So we have decided to collect your old oral care products & packaging for Ellie's Fund which raises money for research into brain tumour research and support.

So if you have any toothbrushes, toothpaste tubes and caps, toothbrush outer packaging, battery or electric toothbrush heads or toothpaste cartons drop them into us, and once collected, the items are separated by plastic type, cleaned, and extruded into plastic pellets and made into new recycled products.



What do you think about us



Any comments on our services or any suggestions you may have are always welcome. Sinead is our Complaints Manager. We have a formal procedure in place to deal with any complaint we receive.

If you would like to give us your feedback at any time please speak to a member of the practice team. We really do value what you think of the practice and our team. Please note that suggestions can be made via a comment card at reception, or can be made anonymously if you prefer or as we are now registered with the Care Quality Commission you can contact them if you have any concerns that you feel you cannot tell us about on 0300 0616 161 or enquiries@cqc.org.uk or the Dental Complaints Service on 020 8253 0800 or info@dentalcomplaints.org.uk.

Our core principles are

- 1 All your feedback is important to us
- 2 We want to make it easy for you to raise a concern or complain, if you need to
- 3 We follow a complaints procedure and will keep you informed
- 4 We will try to answer all your questions and any concerns you raise
- 5 We want you to have a positive experience of making a complaint
- 6 Your feedback helps us to improve our service

Opening hours

Monday	8.30am to 5.30pm
Tuesday	8.30am to 5.30pm
Wednesday	8.30am to 5.30pm
Thursday	9.00am to 5.30pm
Friday	9.00am to 5.30pm
Saturday	By appointment



To make an appointment please call **01484 451799**

In an emergency

All patients who contact the practice any weekday morning with a dental emergency are sure to get an emergency appointment the same day. This is a service we know many patients value.

For Out-of-hours access please ring our answer phone message or look on our website where you can obtain advice and information.



Like us on Facebook and keep up to date with the latest practice news on our Facebook page!

If you like what we do let everyone know and leave a Google review telling people why you choose us and what makes us the practice for you!