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Grayes Dental Care newsletter – Issue 4

Practice news For the love of charity...

A big thank you to all our patients who so kindly bought raffle tickets in aid of the Forget Me Not Children's Hospice. The winner of the electric toothbrush was Mrs Rees.



We hope to continue supporting this most worthwhile charity and will be thinking of further fund raising endeavours.

Hygienist appointments

With Juliette returning to work with us, we have been able to expand the number of hygienist appointments as well as creating more time for Cheryl to provide simple treatment and preventative services for our younger patients. This is an area we want to expand further as it frees up more time for the dentists to provide the more complex and time-consuming treatments.



Our fees

The fees for Denplan and 'pay as you go' patients have not increased since January 2012. Crown and denture fees have not increased for two years. We have tried strenuously to be efficient in our use of materials and surgery time to eliminate waste and maximise the surgery facilities we have. However excellent staff and quality materials are something we will not cut back on and the old adage "you get what you pay for" applies in dentistry too.

Dentists top 'good service' poll

Dentists offer the best customer service of any profession, according to a recent poll, which shows that 47% of people said they think dentists have a good customer service attitude, compared with 27% who voted for doctors. Hotel receptionists and hairdressers performed well in the customer service stakes receiving nominations from 39% of people.

Results International's report, Is Your Customer Service World Class?, is based on the opinions of 1000 consumers, drawn from the whole of the UK and 82 business directors/ senior personnel, representing a mix of industry sectors.



Chocolate spread more popular than marmalade!

Oral health charity the British Dental Health Foundation (BDHF) believes that breakfast is becoming the unhealthiest meal of the day. Despite expert advice that breakfast is the most important meal of the day, research group Which? Has discovered that 12 out of 14 popular brands of cereal contain worryingly high levels of sugar and that many people misjudge the amount of sugar in some fruit juices, particularly those perceived as healthy – most notably pomegranate and pure apple juice.

Chocolate spread sales have now overtaken marmalade, with some analysts suggesting busy parents looking to satisfy fussy eaters as a possible reason behind the boom. Around one in three children now start primary school with signs of tooth decay. "It would help enormously if parents could encourage children to move away from breakfast cereals loaded with sugars and introduce them to healthier alternatives such as porridge or boiled egg with wholemeal bread," said Dr Nigel Carter, Chief Executive of the BDHF. (Dental Warning – Daily Telegraph).

Poor dental hygiene has been linked to a narrowing of the blood vessels that is fatal in 30% of cases. The Society of General Microbiology Conference hears that dentists and hygienists could help fight heart attacks and strokes.

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.

This year we have decided to record all the positive feedback we receive as it is easy to focus only on negative issues and disregard the positive. This has been great for job satisfaction for every part of the team – we get loads of lovely positive comments that we have overlooked for years!

If you would like to give us your feedback at anytime please speak with 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

Please note...

The recent huge increase in the cost of postage stamps makes it more important than ever that we move away from communicating with you via post. We are still collating email addresses and hope to use this more in the future. Many practices charge patients for the cost of sending appointments out: we will try not to pass these increased costs on to you.

Survey results 2012

We have recently completed our annual survey looking at several aspects of the care we provide- this time more specifically on how patients feel they are treated by their dentist, hygienist and receptionist.

- 99% agree receptionists are as helpful as you think they should be
- 89% value the advice given by their hygienist
- 90% understand the benefits of regular hygiene visits
- 100% agree they are treated with courtesy and respect by their dentist
- 96% agree that they are listened to, no matter how busy the dentist may be
- 99% agree that their dentist knows what treatment is best for them
- 98% agree that their dentist makes the right diagnosis

However

- 5% felt that their dentist made them feel that they are wasting the dentist's time

We included a comments section at the end of the survey- here are a selection of those we received:

'The best dentist I've ever experienced....and I've tried a lot!!'

'I do appreciate how helpful the receptionists are at changing appointments etc'

'I always find all staff courteous, friendly, professional and very welcoming, I can't ask for anything more!'

'Recommend you to everyone'

'The clinic is always friendly... thank you all!!'

'It's the best'

'Value for money?'

As all survey questionnaires are anonymous we shall use the newsletter as an opportunity to respond to the last comment.

Opening Hours

Monday	8.30 – 5.30
Tuesday	8.30 – 5.30
Wednesday	8.30 – 5.30
Thursday	9.00 – 5.30
Friday	9.00 – 5.30
Saturday	By appointment

Practice is closed between 1.00 and 2.00pm

To make an appointment please call 01484 451799

Emergency Access

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 answerphone message or look on our website where you can obtain advice and information.