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# Grayes Dental Care newsletter Issue 6

## Practice news

We've updated our website – please have a look at [www.grayesdentalcare.co.uk](http://www.grayesdentalcare.co.uk)  
 We love the new look of the reception and we hope you do too!

## Practice survey results

Following a recent survey we were delighted with the results – a big thank you to all who took part – we are listening and take all your suggestions very seriously.

## General Comments from the survey

**“Courteous and professional”**

“Family would not want to go to any other dentist”

**“Awesome”**

“Would never change my dentist”

“Always felt my treatment is thorough and not rushed”

“And many more like this”

**“Value for money”**

“Evenings would be more convenient”

“Brilliant... thank you”  
**“Fabulous service”**

“Spot on”

**100%** of patients thought making appointments were quick and easy

**100%** of patients agreed/strongly agreed that they did not have to wait long for an appointment for treatment following an examination

**1%** of patients did not believe that the opening hours were convenient

**100%** professional manner

**98%** of phone calls answered promptly and courteously

**100%** believed their examination was thorough and that the dentist clearly explained what treatment was required and why

**98%** of you thought we give enough information to aid improvement of your oral health

**100%** of patients were confident on the cleanliness of the surgeries

**93%** 93% of patients thought they got value for money for their dental care



# Keep up to date

## Duraphat toothpaste

We feel some of our patients may benefit from using toothpaste containing a higher level of fluoride than ordinary toothpaste. Clinical studies indicate that patients who are at a higher risk of tooth decay can derive additional benefits from the daily use of Colgate Duraphat 2800ppm fluoride toothpaste. This can only be prescribed by a dentist.

Colgate Duraphat 2800ppm fluoride toothpaste is a high fluoride toothpaste for use at home providing extra protection against tooth decay. It is suitable for adults and children over 9 years of age who may be at risk from tooth decay including patients with history of tooth decay,

exposed root surfaces, high sugar diets, Orthodontic appliances, dry mouth and sensitive teeth.

The additional fluoride in this toothpaste can help to reverse decay in the early stages and strengthen teeth to prevent decay.



## 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 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



## Facts about sugar

- Evidence shows most adults and children in the UK eat more sugar than is recommended as part of a healthy balanced diet
- Food and drinks that have a lot of added sugar contain calories, but often have few other nutrients
- Sugary foods and drinks can also cause tooth decay, especially eaten between meals
- Sugar found naturally in whole fruit is less likely to cause tooth decay than juices or blends because the sugar is contained within the body of the fruit

Source: NHS Choices

## Radiographs

Radiographs (dental x-rays) provide an aid to diagnosis rather than an actual diagnosis and are used to supplement a thorough clinical history and examination.

Digital radiography offers many advantages to dentists and patients. Patients receive up to 50% less radiation exposure per image and the images are quickly obtained and easily displayed on our computer screens helping patients and dentists decide on a treatment plan when viewing the images together.



## 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 answer phone message or look on our website where you can obtain advice and information.

## Have you liked us on Facebook?



Check out our new Facebook page for up-to-date practice information.