



626 Wakefield Road
 Huddersfield HD5 8PZ
 Tel: 01484 451799
 Email:
 grayesdentalcare@hotmail.co.uk



Grayes Dental Care newsletter Issue 9

Practice News

We have had all new hardware installed in the practice in March this has included an extra monitor in Richard's surgery that allows patients to see their x-rays on screen.

Lucy has refreshed her knowledge with a First Aid Course.

Mr & Mrs Graye have attended several courses this year covering topics such as whitening treatments, Minimally Invasive dentistry; veneers and legislation updates.

Along with Cheryl and Juliette they have represented the practice at a Periodontal (gum health) Study Day to ensure the latest principles are being applied to our treatments.

The team practices CPR (resuscitation training) every month-it is hoped you find this reassuring!!

Sinead has been made a Denplan Champion!- what she does not know about all the ins and outs of Denplan is not worth knowing!

Nightguards/orthodontic retainers/biteguards - we now stock the appropriate cleaning tablets for these!

Whitening

This year Mr and Mrs Graye have attended a seminar lead by Linda Greenwall- the leading UK authority on tooth whitening procedures.

As a result we have adapted our protocols to reflect the latest best practice and plan to implement these from July 2015. To get the new system up and running we are offering 10 patients the opportunity to complete the new programme at a reduced fee. This offer is being launched through the newsletter, within the practice and on our facebook page.

A new whitening procedure has been developed to whiten teeth discoloured by root fillings-these are often darker than untreated teeth. The procedure first lifts the tooth colour of the darkened tooth to match the adjacent teeth and then lifts the shade of all the teeth to be brighter and whiter! Check out Sineads teeth!

Referrals - Tell your friends about us

Refer a friend to Grayes Dental Care and receive a £10.00 Marks and Spencer voucher.

The biggest compliment you can pay us is to recommend us to your friends. If you know someone who needs a caring, friendly dentist please let us know. As a way of thanking you, when your friend has their first appointment we will give you a £10.00 Marks and Spencer voucher.

Pick up a referral card from the practice on your next visit to pass on to your friends or family.



Fridays

One comment we had from our survey was that a patient was unable to have an appointment with Mr Graye on a Friday-this is due to his commitment to his work at Horbury Dental Care restoring implants and providing dentures.



Keep up to date

Patient Survey

- 100% patients agreed that the practice is clean and well maintained
- 98% believe the opening hours are convenient
- 98% are able to get an appointment close to the time requested
- 100% patients agreed they are welcomed in a friendly manner
- 100% believe they are dealt with promptly and efficiently
- 100% understand prevention is the main aim of the practice
- 99% believe their oral health is fully explained, the dentist explains what treatment is required and why and that they have been given information to improve their oral health
- 100% would recommend their dentist to a friend

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 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 or the Dental Complaints Service on 020 8253 0800 or info@dentalcomplaints.org.uk



Jennifer Graye - GDC 62212
Richard Graye - GCD 61283

Denplan Limited, Denplan Court, Victoria Road, Winchester, SO23 7RG, UK. Tel: +44 (0) 1962 828 000. Fax: +44 (0) 1962 840 846.

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Around the world

In China each year 20th September is Love Your Teeth Day. This nationwide campaign encourages the Chinese people to take care of their teeth and gums, and promote oral health education.

As part of a trial, text messages are being sent to unemployed New Zealanders to remind them to brush their teeth in an attempt by the government to improve dental health. The daily messages ask whether recipients had brushed and tell them to respond when they had.

Somewhat surprisingly, the first known electric toothbrush can be traced back to 1880. However, the first modern electric brush started selling in Switzerland in 1939. Initially these electronic brushes were intended for patients with limited motor skills and orthodontic patients.

Dental floss has many uses it seems. Did you know that in 1994 a prison inmate in West Virginia use a rope made of dental floss to scale the wall and escape? The prisoner braided his dental floss into a ten metre long rope with the thickness of a telephone cable.



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.