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Grayes Dental Care newsletter

Issue 13

Practice News

Richard, Jennifer and Sinead attended a local Business Insight Seminar. The event showed us how we can use data to improve practice performance so helping to ensure the smooth running of the practice.

They also completed courses which covered topics including, Medical Emergencies, Radiography and Radiation Protection, Disinfection and Decontamination, Legal and Ethical issues, Complaints handling and Oral Cancer: Early detection to update and refresh her knowledge.

In September we will be welcoming another dentist, Mr Michael Davies to our team. He will be working on a Wednesday and a Friday, initially.

He comes to us after time working in oral surgery at Leeds Dental Institute. He has a keen interest in aesthetic dentistry and minimally invasive treatment. We are currently accepting new patients for him from Wednesday 20th September so please recommend us to your friends and family.



We have upgraded our internet system and can now offer Free Wi-Fi for those of you who are surgically attached to your smart phone!

Code: Gb9haqskgzyh



Tell your friends about us

Refer a friend to us and we will give you 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**.

To give your friend a warm welcome, we will give them **10% off** their new patient consultation fee. To receive these special offers just give this newsletter to your friend, writing your details in the box below or ask for one of our referral cards.

Your name and contact details:

Your friend's name:

Did you know?

- The enamel on the top surface on our tooth is the hardest part of our entire body
- In the first adult dental health survey in 1968 over one third of the populations (37%) had no natural teeth - it is now about 6% of adults
- More than one in ten (14%) of people find cleaning the toilet more appealing than flossing every day
- The average person produces over 5,000 gallons of saliva in a lifetime - that's enough to fill 78 bathtubs
- Our 'smile' comes top of the things we first notice when meeting a new person
- A toothbrush came top of the list of things we could not do without when we go on holiday
- If we only had five minutes to get ready in the morning, one in twenty would skip brushing our teeth
- No two people have the same set of teeth - our teeth are as unique as our fingerprint, so be proud of your unique set of teeth



What you said...

... our patient survey results for 2017

We asked our patients if they had any suggestions to make our practice better:

- Great overall
- Fantastic practice - no recommendations
- No it's fab
- None - extremely happy with everything - thank you!
- No improvement needed
- I think this practice is fantastic. All the staff are amazing!
A big thank you to everyone

We asked patients "What is the main reason you recommend us to your friends and family?"

- I have been coming to the practice since it first opened with my children. Always feel at ease and all staff are friendly
- Good service, great with children. Very friendly caring staff
- Excellent care!
- Very welcoming, organised and friendly
- Brilliant dental practice - very friendly and professional
- You don't have to wait long, friendly, clean
- Very professional, always approachable and friendly
- It's the best dentist I've been to and very polite



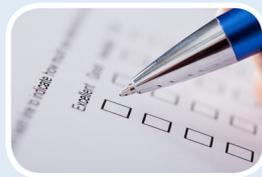
Whitening offer

Home tooth whitening special offer for £295

We have brought back our whitening offer which proved extremely popular in previous years. Normally this procedure costs £325 so this represents exceptional value for money. Tooth whitening is a great way to make a major improvement in how your teeth look without causing any damage to them. Ask your dentist for more details.

Ends 30th September 2017.

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

Opening hours

Monday	8.30am to 5.30pm
Tuesday	8.30am to 5.30pm
Wednesday	8.30am to 5.30pm
Thursday	9am to 5.30pm
Friday	9am to 5.30pm
Saturday	By appointment



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.



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!