

Dee Shapland Dental Surgery
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Practice news

O my goodness.....

There have been a lot of milestones reached within the last 12 months – and we thought you would like to know that:

- Nick Dee Shapland, Principal Dentist, has been at the practice for 30 years
- Sharon Harris (Dental Nurse) was 40 this year
- Chrissie Jones (Receptionist) was 50 this year
- Lynda Peckham (Dental Nurse) was also 50 this year
- Newly retired Dental Nurse Christine Maddocks was 60 this year
- Newly retired Receptionist Judie Frazer-Axten was 70 at the end of last year

We were sorry to say goodbye to both Judie and Christine who between them have clocked up 28 years at the practice. Judie is moving to Portugal and Christine will be travelling the globe in between looking after her grandchildren.

Judie has been replaced by Chrissie Jones as Receptionist and Jennie Cecherlan – Richards is our new registered dental nurse.

What a Year!

Not only have we welcomed new staff in 2013, but we have also passed and received a very complimentary CQC Inspection report – details of which can be found on the CQC website.

Staff Training

The staff have all undergone a lot of training in various disciplines in 2013 - we are committed as a practice to keeping up to date with latest guidelines and techniques and invest heavily in staff education to benefit you the patient. An example of investment in patient health is our smoking cessation clinics – free to all our patients and provided on a one to one session with Jennie who has recently completed her smoking cessation adviser training. If you would like support to quit please contact Jennie via reception to book an appointment.

Denplan Excel Accreditation

Nick is delighted to have got his Denplan Excel Accreditation at the end of the year. Denplan Excel is the UK's only fully validated quality assurance programme designed especially for primary dental care and helps us to develop better relationships with our patients through good communication and the highest standards of care.

What it means for you

The Excel Accreditation provides a visible sign of our commitment to quality care and reassurance to you, our patients, that you're being treated by the whole practice team in the most comfortable, hygienic and safe environment. It also ensures the whole team provides you with clear information regarding your treatment at all times, and that you're fully involved in making decisions about the future care of your teeth and gums.



Mouth Cancer Awareness Month

Closer to home we wanted to give something to our local community and as November was Mouth Cancer Awareness month we offered free mouth cancer screenings to anyone who dropped in on 28 November.

As part of your regular check-up we look for the early signs of mouth cancer:
Red or white patches and lumps and ulcers lasting 3 weeks or more.

If you are at all worried at any time please let us know and we would be happy to see you.

Oral health assessments

As a result of Denplan Excel we are one of the first practices in the UK to start using DEPPA for our Denplan patients. This is an online patient oral health risk assessment tool. After completing a series of questions a report is produced which will assess your current oral health and the risk of problems occurring in the future. The assessment takes a little longer to complete and therefore we will be offering the DEPPA to suitable patients over the course of the next 12 months. The results of the report are discussed with the patient and a copy of the report is also given to you.

If you are a fee-per-item patient and would like to have a DEPPA assessment, please mention this when booking your routine examination and hygiene appointment as you will require a longer slot. (There will be an additional charge for this service for fee-per-item patients only).



Dental payment plans

To help you budget for your private dental care we offer payment plans from Denplan – they are:

Denplan Essentials which is a monthly dental payment plan which helps you pay for all your routine dental care such as check-ups, x-rays and hygiene visits. We also offer 10% off any restorative (crowns, bridges or fillings) dental treatment. You can take up the dental plan without having an oral health assessment – your dentist will decide how often he wants to see you and set a fee. A DEPPA assessment is included if suitable.

Denplan Care is a monthly dental payment plan which helps you pay for all your routine (check-ups, dental x-rays and hygiene visits) and restorative (crowns, bridges or fillings) dental care. A DEPPA assessment is included if suitable. The amount you pay per month depends on the condition of your oral health and will be set by your dentist following an initial oral health assessment.

Please note that we do try to keep our fees as low as we can but, to ensure not only that you always get the best possible dental care and to comply with all the latest dental regulations, we continually invest in the practice. We strongly believe that dental payment plans still remain the most effective way of paying for your dental care. We know they encourage regular attendance and this means that potentially costly and complex treatments are kept to a minimum. So you could be making a saving in the long run.



Charitable events:

We try hard each year to help worthy causes and this year we have had a box for your loose change for Barnardos, our loo rolls support 'Starlight' a charity providing dreams for disadvantaged children and Nick and Ali took part in two sponsored spinning (cycling) events for MIND and MacMillan. In 2014 we are going to support Dentaid – a charity supplying dental supplies and training to third world countries where dental problems can prove fatal. Ask at reception what we have planned for our charity in the year ahead, we welcome any ideas you may have for fun fundraising events with a dental theme!

Dental x-rays – some facts and figures

Did you know that the radiation dose from one dental x-ray is approximately the same as found in a 135gram bag of Brazil nuts?



The time intervals between bitewing x-ray examinations are related to individual patient's risk factors for decay and gum disease.



The most common x-ray views taken at the practice are called 'bitewings' - where the patient bites on a film holder to show upper and lower back teeth. These x-rays are used to check for decay and assess the bone levels surrounding the back teeth, (this is important for monitoring gum disease).



You would have to have approximately fourteen dental x-rays to receive the same radiation dose as taking one transatlantic flight!



Please inform us if you are or think you are pregnant as we will not take x-rays whilst you are pregnant (unless in exceptional circumstances).

If you have any concerns regarding x-rays or any treatment, please discuss these with the Dentists.



What you think of us

It's very important that we know how you feel about the service and treatment we offer – that way we can ensure that we always provide you with the best possible care.

We were absolutely delighted with the results of our latest survey and at time of going to press Nick Dee Shapland had a 100% Satisfaction score and we had some lovely comments from our patients. Our grateful thanks to all of you who took part.



Please don't keep us a Secret!

If you value what we do please tell your friends and family about us, the more we grow, the more we can invest in services for you in the future.

Thank you.



Open (nearly!) all hours

In the recent survey we carried out a number of you mentioned that you would like us to provide late evening and Saturday morning appointments. We have taken your comments on board and as from 1 December 2013 we will be doing just that! Again, ring us if you would like to make an appointment at these times.



As a result of previous suggestions a bike rack has been installed, we have a raised seat for the chairs in the waiting room for our disabled patients and we have an induction loop for the hard of hearing - we are, according to our CQC Inspector, the first practice she had visited to have one!

We also have a range of reading glasses if you require them for completing Medical History forms and we provide umbrellas should it be raining when you leave us after an appointment – just ask at reception.



If you have any other comments or suggestions please let us know at any time - we do very much welcome your thoughts.

Special offers in 2014

We will periodically be running 'special offers'. These may be on tooth whitening, sundry products or even electric toothbrushes. Please ask at reception to see what offers will be on during the year.

Opening hours

Monday	9am to 5.30pm
Tuesday	8am to 5.30pm
Wednesday	9am to 1pm
Thursday	8am to 4.30pm
Friday	8am to 4.30pm
Saturday	9am to 12.00pm (by appointment only)

(Late evenings by appointment only)



Denplan

At the heart of dental care

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