



Newsletter



Issue 10 Spring/Summer 2013

Welcome to the next edition of our practice newsletter. As well as keeping you informed of any changes happening at the practice, there is also some helpful information on some of the services we offer.

Meet the team

Katrina and Tracey celebrate 20 years at The Old Malt House



One of the reasons why we believe that The Old Malt House is “special” is due to the relationships that we build with our patients over the years.

This is made possible by our long-standing dental team. Our patients take great comfort in knowing that when they return for their routine examinations they will see the same (old) faces!

This June sees Tracey and Katrina both celebrate 20 years’ service at The Old Malt House! Tracey was a mere teenager when she started at The Old Malt House, and Katrina a new mum returning to work after maternity leave – and the rest (as they say) is history!

Brian must be wondering what he has to do to get rid of us! We’ve got more staying power than the irritating Italian tenor “Gio Compario” in the Go Compare adverts!

The “pitter-patter” of tiny feet

We are pleased to announce the safe arrival of Lauren’s beautiful baby daughter “Isabella Lilly” on 25th January weighing 6lb and 2oz.

We all had the pleasure of meeting Isabella the other day, and had plenty of cuddles. She was very well behaved (Isabella – not Lauren!), and slept all the way through our practice meeting!

We wish them both well, and hope that Lauren enjoys this precious time with her new baby daughter, and we look forward to welcoming her back to the practice in November.

The Care Quality Commission

The Care Quality Commission (CQC) was set up by the last government in 2009 to regulate and oversee large healthcare organisations like hospitals, healthcare trusts and nursing homes to ensure they are meeting essential standards.

In 2011, the Care Quality Commission extended its remit to include dental practices and ambulance services, and also doctors surgeries in 2012.

The Care Quality Commission look at 16 essential standards that relate to the quality and safety of care that everyone should expect to receive when they visit the dentist. The CQC aim to carry out inspections of dental practices once every two years. During the inspections they may observe how people are cared for, and talk to people who use the service.

As a practice, we always endeavour to operate at the forefront of all of the standards set by the General Dental Council and British Dental Association, and as members of the British Dental Association’s Good Practice Scheme, we are already committed to a continual review and audit process against the standards of good practice. Consequently, the practice has already been compliant with the majority of essential standards of care for many years. Further improvements have been made within the practice to ensure compliance in all 16 areas of care looked at by the CQC.

The practice received a routine inspection from the CQC on 4th February 2013. We are pleased to report that the inspector found us to be compliant with all of the areas of care that he looked at during his visit.

The full report will be available on their website at www.cqc.org.uk.

Prevention is better than cure

It was in January 2009 that the UK entered into recession – the first time since the early 1990's. Now, we are hearing phrases like “triple-dip recession” as the economy continues to struggle.

It is during these worrying times that people may have to review their current financial situation, re-evaluate their priorities and make appropriate changes. Dentistry may become a low priority – especially if nothing is hurting.

Whilst we understand these changing priorities, we would stress the importance of regular dental check-ups in order to maintain good dental health and prevent dental disease occurring. It is easier, and cheaper to restore a small cavity, than to leave it, which may result in more expensive and extensive treatment being required, such as root canal treatment, and any further subsequent treatment such as crowns.

The Old Malt House Dental Practice offers several ways to help you budget for your dental treatment, including our comprehensive monthly Careplan which covers all dental treatment (with the exception of laboratory bills), and our Maintenance Plan which, for a fixed monthly fee of £14.50 covers routine dental check-ups and preventive treatment, and also offers a discount on all other treatment.

We are also now able to offer patients the choice to spread the cost of more extensive treatments (over £350) using our flexible interest-free and low cost payment options.

Patients may also choose to pay by instalments, or receive a 5% discount if they choose to settle their bill in full at the beginning of treatment (this applies to private treatments totalling over £350, excluding laboratory bills).

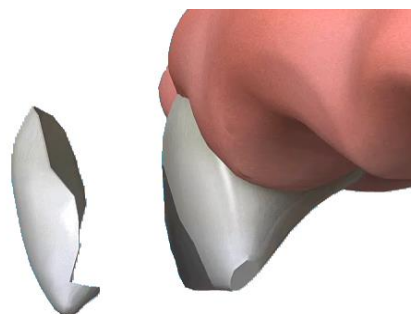
If you require any further information regarding any of our payment options just ask a member of the dental team who will be happy to give you a quotation.

What are veneers?

A veneer is a thin layer of porcelain made to fit over the front surface of a tooth, like a false fingernail fits over a nail. They can improve the colour, shape and position of teeth. A precise shade of porcelain can be chosen to give the right colour to improve a single discoloured or stained tooth or to lighten front teeth generally. A veneer can make a chipped tooth look intact again. Veneers can also be used to close small gaps, when orthodontics (braces) are not suitable. If one tooth is slightly out of position, a veneer can sometimes be fitted to bring it into line with the others.



Discoloured and chipped upper front teeth which can be improved aesthetically with porcelain veneers



A porcelain veneer fits over the front surface of a tooth like a false fingernail



The veneer is permanently bonded to the tooth

Our Promise and Commitment.

We are committed to providing you with a quality service, and welcome your comments.

We are always interested in your opinion, and your feedback is important in helping us to look for ways to improve our service to you.

We are currently looking for patient's who are willing to write a testimonial of their experience at the practice. If you would be happy to write a small article about your recent visit to the practice, please ask to speak to Tracey.

And finally, thank you to all of the patients who have recently filled in a practice questionnaire. We were thrilled to receive so many positive comments and compliments about your experiences at the practice. Remember, if we please you – tell others! If we don't – tell us!