



Winter 2009/10

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Orpington Dental Care

news

## A new era

Our practice has been providing dental services for the past 15 years. To check if we are still on the right road, we asked our patients to complete a patient satisfaction survey. We were delighted with the results and that our patients rate us as excellent on all the really important aspects of our service.

**Emergency service:** We also asked you what you expect of us and are delighted we meet your expectations. Interesting though, is that most patients rate an emergency service very high. We do hope that all are aware that we do provide an out-of-hours emergency service. Just call our normal practice number and the answer machine will provide you with the number of the dentist on duty.

**Makeover:** As there was not much that we could change on the quality of service we deliver, we decided to treat the practice to a makeover and updated our website. Some of you will already have noticed that our front window, reception area and dental surgeries are starting to change for the better. We would like to provide you an environment which is professional yet welcoming and peaceful.

**Email and mobile phones:** We also installed more efficient computer systems. We will now be able to email and SMS you to remind you of an appointment or send you necessary information. Unfortunately we do not have your email addresses. **We would appreciate it if you could email us with the word "Email Registration" in the subject line and your name, address and mobile number in the message part so that we can add this information to our records.**

## Pregnancies and babies

All our patients who have visited our practice this year would have noticed that we had three pregnancies.

Betsey Wagland, Helen's dental nurse had a bouncing baby boy in April.

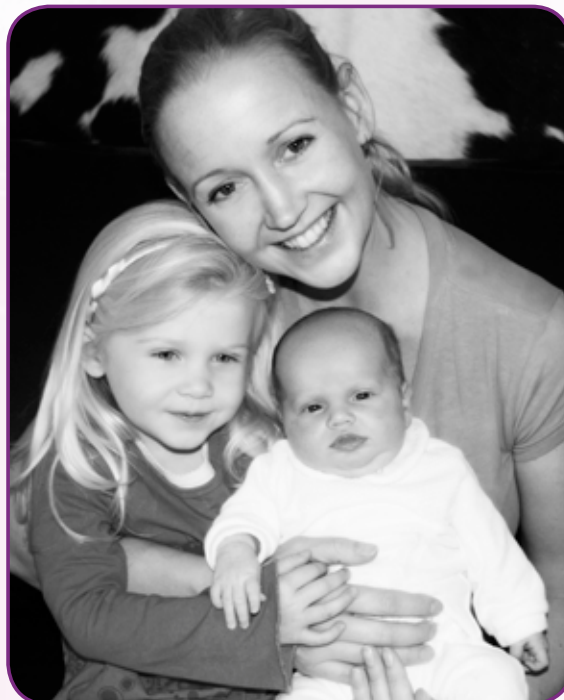
Christelle Snyman, our hygienist provided a little baby sister for Isabelle now two on the 14th of September. Baby Lilly-rose was 10 days early, so we had to cancel some patients as Christelle was still working. Fortunately, we were able to book some lovely temporary hygienists until Christelle returns in January.

Helen Loubser had her longed for little baby Skye 29th September. Helen worked until a day before the birth. Little Jett is very happy

to have a little baby sister. Helen cannot stay away from her patients too long, so she will be back in January.

In the meantime, Johan Hough and Ame Erwee will be available to help Helen's patients.

It has certainly been an exciting four years at the practice, with 10 babies born to staff members. We wonder if there are any more to come?! We will provide any patients, who would like to become pregnant, free water as we have the suspicion that this might have caused the baby boom!



We would like to wish all patients a happy Christmas and New Year.

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Email: dentists@orpingtondentalcare.co.uk

[www.orpingtondentalcare.co.uk](http://www.orpingtondentalcare.co.uk)



# On-line booking

For your comfort we are also introducing an on-line booking system to book for dental health checks and emergencies. If this works satisfactorily, we might also open on-line booking for other treatments and hygiene visits. We are adding a link to our new look website [www.orpingtondentalcare.co.uk](http://www.orpingtondentalcare.co.uk) which will allow you to book on-line.

If you are an existing patient of the practice, you are receiving this newsletter with a letter which includes an activation code to enable you to do on-line booking with your dentist or any dentist at the practice at your leisure. If you have not received an activation code, please contact the reception.

If you are a new patient you can just follow the user friendly instructions to register for on-line booking.

## Emergencies in the festive season

We would like to wish all our patients a happy and joyful festive season. You do not have to be concerned if you need a dentist over this period as we do provide an emergency service 24/7.

Just call our practice telephone number to access the after-hours service.

## Our dental plans: Your dental health

Many of you are already taking advantage of our dental plans, however some of you may not be aware of the benefits of the plans. We include a letter for those patients, who are not using the opportunity to subscribe to our new dental health and hygiene plan.

Please contact reception for an application form. You will be amazed at how your dental health might improve and how much money you will be saving in the long run.

For more information about our other plans please visit our website [www.orpingtondentalcare.co.uk](http://www.orpingtondentalcare.co.uk)

## Patient referrals

We are always delighted when we receive referrals from our patients. This means a great deal to us, as it means you are happy with your dental care and are pleased to pass on this news to your family and friends.

This is how our practice has grown and will continue to do so with your help.

# 15-point dental health check



All patients seen for a dental health check are receiving a report where 15 aspects of dental health have been checked. This will give you peace of mind and will enable us to provide you with the best preventative and treatment service possible.

Our goal is to help you maintain the health of your mouth and keep it free of tooth decay and gum disease. This will save you money and visiting the dentist will be a pleasurable experience when you receive a positive report on your dental health.

**“Our goal is to help you maintain the health of your mouth”**

## Why visit the hygienist?

The main role of a hygienist is to clean your teeth professionally, this is usually called a scale and polish. However, perhaps the most important role is for showing you the best way to keep your teeth free of plaque and to keep your gums healthy. Carefully removing deposits that build up on teeth (tartar), and teaching you how to prevent it reforming again, will go a long way to slowing the progress of gum disease.

For your long term benefit, our newly designed Dental and Hygiene plan includes two visits to our hygienist per year.

## A festive gift

As the festive period is approaching, we would like to encourage our patients to have the best dental care for the next year. All patients who do not have the benefit of a plan yet, can join our Dental Health and Hygiene Plan until the end of January 2010 for 12 months, but only pay for 10 months. That is a saving of £25.20.

## Gift Vouchers

**Buy a loved one a gift voucher and treat them to a smile makeover.**

