

At Malpas House our team is committed to delivering the highest standards of care and service for patients and to keep you informed of advances and developments within the practice. We welcome comments and ideas from you, the patients, as to how we may improve our services for you.

MALPAS HOUSE DENTAL CARE PLANS

Our new dental care plan scheme is well established and patients have been expressing their satisfaction with the improved service we offer.

We are still accepting patients into the new scheme particularly where patients may have taken some time to consider their preferred plan option or have required an oral health assessment from the dentist before joining a plan.

The dentists will assess their patients and any previous records and will advise an ideal level of scheme membership accordingly.

Should any patient have a query or concern regarding the plan, please contact the Malpas House Dental Plan Helpline on 01609 761863 between 10 am—1.00 pm and 2.30 pm—4.30 pm Monday to Friday inclusive.

NHS SERVICE

We have negotiated an agreement with the local NHS managers (the Primary Care Trust), who have allowed the practice to continue to deliver NHS care to children, pregnant women and nursing mums, together with adults who would not normally pay NHS patient's charges.

Failed appointments

Patients will appreciate that it is annoying if surgery time is wasted because a patient does not let us know they are not coming, particularly where we are having difficulties accommodating other 'urgent' or 'emergency' patients.

Regrettably, due to the pressures upon our clinical time, if any patient fails to attend on two treatment appointment occasions, they will not be offered further appointments and may be removed from our practice list.

This applies to both dentist and hygienist appointments. Please help us to help you with this problem and avoid missed appointments and particularly, ensure that we have your current address and telephone number.

Staff News **Orthodontic Clinics**

The practice continues to host a Specialist orthodontic service provided by Mr Nigel Fox. Mr Fox will be booking his own patients through our reception diary and will be attending usually on two Tuesdays each month. Mr Fox will also be assisted by Mr Peter Collier, a dentist with special interest in orthodontics.

Nursing Team

We are delighted to report that Kirsty and her partner Andy have recently been blessed by the arrival of a son.

All are doing well and settling into sleep/feeds/nappy engineering!! Kirsty will be returning to the team when her maternity leave finishes.

Sadly we report that Vicky has decided not to return to dental nursing favouring being a full-time Mum at home. We will miss her and are all grateful to her for her hard work whilst nursing for the practice.

We are delighted that Lisa has recently passed her Certificate in Dental Radiography.

Hygienists

Gum disease is still a cause of tooth loss and we are keen to see patients receiving appropriate support and oral health advice to avoid 'gum problems'

We are pleased that Gillian Lipinski continues to work together with Nina Tweedle, providing essential periodontal (gum condition) care and oral hygiene support for patients. We also welcome Janette Daly who is also providing some hygienist locum support.

Building Development

We anticipate commencement of modifications to the rear of the building to accommodate a ground floor disabled access toilet during September; together with conversion of the upstairs toilets to form an upgraded sterilisation and decontamination room—ahead of Government specification to come into force during 2010. We apologise for any short term disruption which may occur.

NEWSLETTER - SUMMER 2009

Practice Quality Assurance Inspection

The practice has recently undergone an independent inspection to ensure we satisfy the NHS requirements for provision of services. We are delighted that our report confirms that the practice standards "well exceed the requirements for appropriate provision of dental care."

This is due to the combined hard work and commitment of our care team.

Mouthguards

We can arrange for construction of custom fit sports mouth guards, in team or psychedelic colours, appropriate for your chosen sport. These can only be provided privately. Please ask your dentist for further details.

Tooth Whitening

There have been some amendments to the availability of tooth bleaching. Please ask your dentist as to how we may help patients access this type of treatment.

Staff Training

The practice is committed to enhanced staff training to produce the highest quality of service within the practice. This means that on certain occasions, the practice may need to close for part of the day for training to take place. We will do our very best to keep patients informed of these occasions and arrangements around them.

Conscious Intravenous Sedation for Treatment

Mr Chamberlain is able to provide this facility for certain anxious patient who may require complex treatment. Sessions are held normally on Tuesdays with an additional nurse to attend the patient's care. Please ask your dentist about this facility.

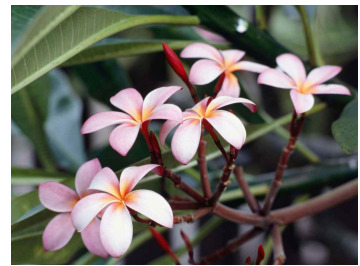
Practice Computer System

The system is far more efficient and helps us deal with patient details and appointments more smoothly.

We are also now able to securely store letters and digital photographs and x rays on the new system.

Emergency Equipment

The practice now has an AED defibrillator and staff have received special training regarding it's use.



Emergency appointment allocation !!!

All of the five dentist who work at the practice have very full lists of patients and it has become necessary for the dentists to prioritise emergency treatment strictly according to clinical need. Patients who suspect they might need an emergency appointment should ring the practice between 8.50 am and 10.00 am, Monday to Friday inclusive.

The experienced reception nurse will 'triage' the request and an appointment will only be made where genuine 'emergency' need exists. Routine and less urgent treatment will be deferred to a later appropriate time.

This approach should avoid lengthy waiting for genuine emergency treatment.

Emergencies out of hours

North Yorkshire & York Primary Care Trust currently provides an emergency out of hours service.

Monday to Thursday from 6.30 pm until 8am the following morning and Friday evening from 6.30 pm through until 8am Monday morning, patients with an urgent query should telephone a low-cost local number for the NHS Direct dental help line 0845 600 3249. The details of the call will be triaged and appropriate advice given.

If necessary during Saturday, Sunday and Bank Holidays, patients may be offered treatment from one of the rota dentists at the most locally convenient surgery.

The partnership is carefully monitoring the need for out of hours advice for our own patients.

Further information about our practice can be found on our website :

<http://home.freeuk.net/topteeth>

We welcome suggestions and comments from patients and if you wish to send us a message , please use our e-mail address;

Topteeth@freeuk.com