



Autumn Newsletter

October 2012



Dear Patients,

Welcome to our Autumn Newsletter.

Staff Changes

This summer has seen many changes with many of our staff returning to work, leaving to pursue other careers or moving area. In April we were very pleased to welcome back dentist Lela Kendall from her maternity leave. Also we are excited to say that Rohini Patel (who covered Lela's maternity leave) is staying on with us permanently, working part time on Wednesdays and some Fridays. Therefore we will be taking on new patients. Please contact our reception team on 01526 352929 for further details.

We would also like to extend a warm welcome to Treena Collins our new Hygienist who will be working on Mondays and Tuesdays at the practice. Treena has had a long career working in the RAF dental service prior to joining us.

We are sad to be losing Julie Mayers' who will be leaving to continue family life with husband Richard, their little boy, and their new bundle of joy, Olivia. Julie has remained working at a practice in Grantham where they have recently moved. We wish her and her family every success in the future.

We are also sad to be saying good bye to Lucy Pilgrim one of our valued Dental Nurses who has left us to pursue a career in the hospital service. We wish you good luck Lucy!

Finally we would like to introduce Julie Rubery, a highly qualified and experienced dental nurse and our newest member of staff who will nursing for Lela.

We know that Treena, Rohini and Julie are going to be valuable to assets to our hardworking team!

Text Reminding Service

We would like to inform patients of our new Text reminding service.

This is an optional service which informs patients 24 hours before,





of their appointment at our surgery. If you would like to receive reminders of your appointment then please leave your details at reception.

Patient Satisfaction Survey

Each year we ask a sample of patients to answer an anonymous, short but comprehensive questionnaire about the quality of the service we provide. These are the key findings for 2012.

On arrival at the practice 100% of patients felt that they were dealt with promptly and professionally

100% of patients felt that the waiting room area was clean and tidy

75% of patients agreed that their dentist was running on time or even early!

100% of people who answered the questionnaire were satisfied with the NHS dentistry they received

Practice Cleanliness Survey

This year our Cleanliness survey flashed up sparkling results!

We asked patients to score each area of the practice out of a maximum of 5 points for its cleanliness. Here are the totals

for each area for patients scoring us 4 or 5 out of 5.

Waiting room -98%

Surgeries -100%

Toilets- 100%

Car park- 82%



All comments resulting in lower scores for the car park were concerned with the heavy snow fall we had had. Whilst we always ensure that the path is clear of snow and is regularly gritted to prevent it becoming slippery; we will endeavour to ensure that this practice is extended to the car park in future.

We always welcome your feedback, comments and suggestions at the practice. Our Suggestions box is conveniently placed in the waiting area.

With best wishes,

Victoria Gemmell Practice Manager