

Spring Newsletter

Dear Patients,

2013 has already been a busy year for us all at the practice, with our successful Care Quality Commission inspection; the launch of our new Facebook site; also the dental team have started work on gaining the British Dental Association Good Practice mark of quality, and hope to attain this by the end of the year.

CQC Care Quality Commission Inspection

At the beginning of the month we were inspected by the Care Quality Commission over five of the sixteen possible outcomes. The inspector was incredibly enthusiastic and positive about the practice; she spoke to staff, looked through all our policies and procedures, and observed us at work. She also interviewed some of our patients before judging us compliant in all areas. The report is available to view on the CQC website: <http://www.cqc.org.uk/directory/1-201044632> Well done to all our hardworking staff and dentists, we couldn't have done it without you!



Facebook

Broadway Dental Surgery is now on Facebook. Our page contains information relating to our dental practice, all our news and links to the world of dentistry. Search Facebook for Broadway Dental Surgery and like us!

Text Reminding Service

Our text reminding service has now been running for almost a year, many patients have given us great feedback about its convenience and it has also cut down dramatically on missed appointments.

The service is 'opt in' and informs patients of their dental appointment two working days before it is due. If you don't yet receive your text reminder but would like to, then please leave your details with our receptionists.

Foundation Training

Broadway Dental Surgery has been a Foundation Dentist Training practice for the last 9 years, with Mr Gemmell our accredited trainer. We are happy to announce that this year we have achieved the high standards set by the Trent Deanery to be chosen as a Foundation Training Practice again!

Finally, 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