

Diamond Court Dental Practice



Patient Newsletter

Summer 2012

Welcome to the summer addition of our patient newsletter. In this issue, we'll update you on the latest staff news and recent developments at the practice, including details on a recent award we have received and details on our forthcoming open day.

We hope that you enjoy this issue - if you have any feedback or questions then please feel free to contact us on (01629) 812991 or reception@diamondcourtdental.co.uk.



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Safeguarding Award

We are very proud to announce that we have just recently achieved the **Derbyshire Dignity Campaigns Bronze Standard Award** — the first dental practice in Derbyshire to receive this award. This is in recognition of our high awareness of adult safeguarding and identifies that we have procedures in place to ensure vulnerable adults are treated with dignity and respect at all times.

All members of our dental team receive regular training so that we know how and when to act in the event of an issue surrounding adult care.

We have also been awarded the **British Dental Association's Good Practice Award** — the 6th consecutive year we have achieved this prestigious accolade.

STAFF NEWS

We would like to pass on our congratulations to one of our dental nurses, **Pamela Drabble**, who has recently given birth to her first child — **Caleb Henry** weighing a healthy 7lbs 11oz.

Both mum and Caleb are doing well and we look forward to seeing them in the near future!

Anne Askew, Tara White and **Mandy Heathcoate** have all recently completed their update course in first aid and are the designated first aiders for the practice. In addition, all our team receive regular training in CPR and the management of medical emergencies.

Opening times

Mon	9.00am - 1.00pm	2.15pm - 5.30pm
Tues	9.00am - 1.00pm	2.15pm - 5.30pm
Wed	9.00am - 1.00pm	2.15pm - 5.30pm
Thurs	8.15am - 1.00pm	2.15pm - 4.00pm
Fri	8.30am - 1.00pm	2.15pm - 5.00pm
Sat	9.00am - 12.30pm (<i>alternate weeks</i>)	

Please turn over »

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Car Parking Permit

We regret to inform that Derbyshire County Council have recently taken the decision to withdraw our car parking permit for Water Street. For many years this has allowed patients with a disabled car parking permit to park close to the entrance of the practice during their dental appointments.

We have asked the council to reconsider their decision but so far without any success. On behalf of the practice we would like to apologise for any inconvenience this may cause.

Care Quality Commission (CQC)

Many patients will have seen in the news that all dental practices in England and Wales must now be registered with the CQC — the independent regulators of health and social care.

As part of the registration process inspections are carried out on all dental practices. This may sometimes involve inspectors seeking the opinions of patients so please don't be alarmed should this occur!

Practice Open Day

After the success of our inaugural open day last year we will be holding a second **open day in September** (*date to be confirmed*).

We hope this will give both new and existing patients the opportunity to meet our dental team and view our facilities, including some of our newly refurbished surgeries. All members of staff, including our dentists, dental hygienists and patient care co-ordinator, will be available to answer any questions that you may have regarding your dental care.

Our dental implantologist Reiner Koschitzke will be on hand to offer complimentary dental implant consultations and there will be live demonstrations on tooth whitening.

Further details will be announced shortly - please keep checking the "latest news" section of our website for confirmation of the date and time of the opening day.

News in Brief

DENTAL IMPLANTS

Implant consultations with our dental implantologist Reiner Koschitzke are now **free of charge**. Reiner has worked at the practice for the last 5 years and solely focuses on the placement and restoration of implants.

The consultations give patients the opportunity to assess their own suitability for implants and to ask any questions they may have about the treatment.

PATIENT FEEDBACK

We actively encourage patient feedback and suggestions to improve the running of our practice.

We will be carrying out our annual survey in August and the results will be displayed on our website. In the meantime there is a suggestion box located on our reception desk where patients can leave anonymous comments.

PHONING THE PRACTICE AT PEAK TIMES

Our reception staff receive a high volume of calls between 9-10am from patients with dental emergencies. Wherever possible, we would encourage patients with non-urgent matters or queries to contact us outside these hours.

Many thanks for your co-operation!

NEW LEGISLATIONS

The safety and well-being of our patients is extremely important to us. We aim to deliver high quality dental treatment in a safe environment and take our clinical and legal obligations to our patients very seriously.

As part of our cross infection protocols we carry out Quality Water Audits every 3 months. We also carry out a full annual Legionella assessment.

STAFF TRAINING AND MEETINGS

To help maintain our high standards of care we undertake regular staff meetings and training sessions. This means on some occasions the practice will be closed for a very short period of time during normal working hours.

Please check our website for an updated list of dates when the practice will be closed.