

Welcome to the summer edition of our patient newsletter. 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](mailto:reception@diamondcourtdental.co.uk).

## Practice Improvements

**The comfort and safety of our patients is our main priority and with this in mind we have recently made a number of improvements to the Practice.**

Jamie Denholm's surgery and our Decontamination Suite have both had full refurbishments. Our Decontamination Suite is where all our dental instruments are cleaned, sterilised and re-packaged and meets the criteria for **best practice** in cross-infection control. We have a full-time member of staff who is responsible for decontamination and we carry out regular audits and staff training to ensure the gold standard in cross-infection is consistently achieved.

To improve access to the Practice, the old heavy glass doors in our main entrance and reception areas have been replaced with automatic doors. We are sure this will be a welcome change to everybody but is particularly designed to help patients with mobility issues.

In addition, we have replaced the seating and information screen in our waiting room and plan to decorate the entire area in the near future. We have also installed a new wall-mounted nappy changing table in our downstairs toilet which takes up considerably less space than the previous table and has helped to improve access to the toilet for wheelchair users.

A number of these improvements have been made following patient feedback in our annual patient survey and also from comments left in the suggestion box in our waiting room. We constantly strive to improve every aspect of the Practice and would encourage all patients to use these methods to leave any positive feedback to highlight the things we are doing well and, more importantly, any negative feedback to help us identify what we can do better. The annual survey is usually left open during the summer months and can be accessed directly through our website.

### INTRODUCING WHITESTRIPS

Looking for a great way to whiten your smile ahead of that important interview? Want a quick way to get dazzling teeth before you walk down the aisle? After a brilliantly whiter smile for the holiday of a lifetime? Look no further as Oral-B has the solution with our teeth whitening strips!

The revolutionary Oral-B 3D White Whitestrips are finally here! They provide a unique and easy option for whitening your teeth at home. 3D White Whitestrips remove years of stains and provide better whitening than any toothpaste can give you. With the results lasting up to 12 months, your brilliantly whiter smile will dazzle time and time again. 3D White Whitestrips are available exclusively via dental practitioners.

**SPECIAL INTRODUCTORY  
PRICE OF £79**



## Safe Place Scheme

We have chosen to take part in Derbyshire council's new "Safe Place Scheme". The scheme aims to stop the bullying and abuse of people with learning disabilities across Derbyshire and help them feel safe and confident when out in the community. The safe place scheme means that in a town or community there are public places where people can go if they feel scared, threatened or are in trouble. Stickers are placed in the windows of "safe places" to help people identify them. Our reception team have received training from a council member to help us implement this scheme.

## Accessible Information for Patients

We aim to ensure that any patient with a disability or sensory loss can get information that they can access and understand and also receive any communication support that they need.

The communication aids that are currently available at the Practice include induction loops, large print, Easy Read and Braille (Practice leaflet and fee scales). Our Treatment Co-ordinator, Kerry Hand, has had deaf awareness training and in the future we aim to have a number of members of staff trained in British Sign Language. In addition, we have access to a interpreter service which is available for any patient whose primary language isn't English.

If you have any communication needs then please inform our receptionists and we will do our utmost to help and support you during your dental appointments.

## News in Brief

### PAYMENT TERMS

Our payment terms and conditions state that payment for dental treatment is due on the day of treatment. For larger treatment plans, such as those involving crowns or dentures, a 50% deposit prior to the start of the treatment is required with the remaining balance due at treatment completion.

### 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.

### MEDICAL HISTORY UPDATE

In order to ensure that dental treatment is done as safely as possible it is essential that your dentist or hygienist is made fully aware of any changes to your medical health. This includes any recent changes to your medication.

### PATIENT DETAILS

Please can patients ensure that they notify us of any changes to personal details, including changes to telephone numbers and e-mail addresses.

## STAFF NEWS

The start of 2017 has seen a number of staff changes at Diamond Court Dental Practice. Our longstanding and much loved receptionist **Trudi Chandler** retired after a staggering 50 years of service at the Practice. In addition, **Reiner Koschitzke**, who has worked with us for the last 8 years as our Dental Implantologist, has also recently left to take up an exciting position at a new dental clinic in Dubai. We would like to take this opportunity to thank both Trudi and Reiner for all their commitment and tireless dedication and we are sure patients would like to join us in wishing them the very best for the future.

We are hoping to appoint a new Dental Implantologist in the near future so that we can continue to offer Dental Implants at the Practice.

We are very pleased to announce that **Carole Parker** will be joining our team of Dentists from September 2017.

Carole qualified as a dentist from Leeds University in 1983 and has worked in General Practice in the local area ever since, mainly as a practice owner.

Carole is currently studying for an MSc in Advanced General Dental Practice to help with her continued professional development and is passionate about providing high quality, modern, aesthetic dentistry using contemporary techniques and materials in a caring, considerate manner.

Furthermore, we have also made several new additions to our dental team. **Natalie Tomlinson** and **Suzie Cooper** have joined us as our new Trainee Dental Nurses, **Toyia Hughes** (Dental Nurse) has rejoined us after living in Scotland for the last few years and **Sarah Hattersley** is our new receptionist.