



Inglewood House Dental Practice

www.inglewood-house.co.uk

practice**news**

Welcome to our practice newsletter. Our aim is to update you on the happenings at the practice as well as featuring key dental procedures to help improve your smile.



Inglewood wins coveted 'Commitment to investing in staff' award

The practice's continuous commitment to our staff training and development was celebrated in style at Bury College recently. Inglewood House Dental Practice was selected out of the hundreds of local companies by Bury College Business Solutions. The practice was chosen for its high standards in training;

this year alone we are delighted to have assisted three of our trainees to become fully qualified dental nurses. Karen Dorrington, Business Manager, Stephanie Marrison, Practice Team Manager and Emma Neary, Head Nurse attended the event to collect the award on behalf of the practice.



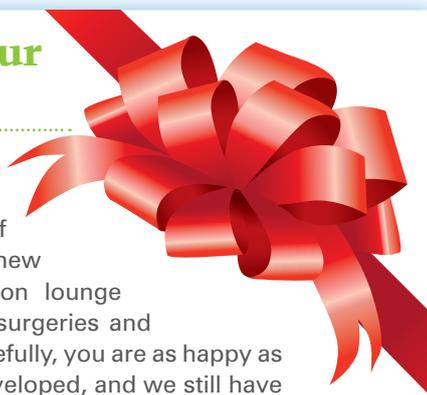
Free oral health advice

Emma Neary, the practice head nurse is currently undertaking training to become an Oral Health Educator. This qualification will enable Emma to provide you with useful advice on how to improve and maintain good levels of oral hygiene. If you feel that this service would be of benefit to you or another member of your family, then please ask to book a free appointment with Emma.



Free gift to celebrate our five-year anniversary!

Caroline, Rob and Ian bought 'Simpkins Dental Practice' back in January 2005, and it wasn't long before the wave of improvements began, including a new private surgery, waiting room, reception lounge and desk area, modernisation of three surgeries and computerisation to name but a few. Hopefully, you are as happy as we are with the way the practice has developed, and we still have many more improvements to make so watch this space.



We are delighted to commemorate the first five years of business by offering all our loyal plan members a free air flow treatment, to remove staining caused by food, drink and tobacco. This free gift will be available during the next three months, up until 1st December 2010. Simply ring the practice and request your free airflow to be performed during your next hygiene visit.



Inglewood House
Dental Practice

225 Bury New Road, Whitefield, Manchester M45 8GW

Tel: 0161 766 4506 Fax: 0161 767 9668

Email: info@inglewood-house.co.uk Web: www.inglewood-house.co.uk

Discover the power of a beautiful smile

Save £100 on hyperhidrosis treatment

There are still a couple of hyperhidrosis treatments available to suitable patients at the discounted fee of only £300. This treatment hardly hurts much at all according to patients who have had it at the practice. If you need a little reassurance about the effectiveness of this treatment, then read on.

We are always delighted to receive your words of gratitude, and on this occasion, the benefit the patient has received is worth sharing. Katie Hodgson is a working mum, like many of us she spends her days rushing between the school run, the office, after-school activities, etc, fighting the clock and getting hot and flustered in the process. She was anxious about the thought of getting hot in public, her doctor put her on beta blockers but she was concerned that she didn't think this was a suitable long-term solution. A friend suggested muscle relaxant could help and after some research she took the plunge.

Our patient thanked us saying, "I'm over the moon, I never think twice about what I can wear and don't need a cover-up cardigan, let the sun shine!" Our patient had the simple and quick underarm injection treatment and thinks "It's the best kept secret, what a confidence boost!" She has generously allowed us to reprint her comments in order that other people can stop worrying about this common problem.

The practice has offered a saving of £100 off this treatment for the first ten suitable patients, so what are you waiting for?



Did you know?

Although our own costs have continued to rise, the partners have taken the decision not to increase private treatment prices for the third consecutive year. Furthermore, we have once again extended the whitening Tuesday offer until 31st October 2010, knocking £100 off this Zoom!® treatment, if it is performed by our hygienist on a Tuesday. These decisions reflect our desire to remain very competitive and reward our loyal patients in these difficult times. Your support is really appreciated and valued greatly.

Website improvements: Patient reviews and news on our blog

The practice website has now got its very own 'blog' site, which will provide our patients with all the latest offers, treatment stories, our view on dental matters in the press and much more. You too can post your own comments or ask questions via this blog, so please feel free to get in touch at www.inglewood-house.co.uk.

If you are thinking about having a particular treatment done at the practice, the website is the perfect place to research the treatment and you can read about the experiences of other patients who have undergone the same treatment.

If you have any suggestions for further improvements please email them to us.



Change to our payment policy

We have recently instigated a new policy regarding the collection of NHS and private charges. All NHS and private fees will be requested prior to treatment in order to ensure efficient collection of government revenue and to reduce queues at the desk. Most of our patients will now be able to leave the practice without re-visiting the desk after their examination because they have already paid on arrival.

Only patients who need to book a further appointment will need to return to the desk. Dental care plan members will continue to receive their examinations and hygiene visits without charge in line with their plan benefits. We hope that this policy will also reduce the amount of wasted appointments by patients who fail to attend, which will increase the choice of appointments available.

Your feedback counts

In order to constantly monitor our service and identify any improvements possible, the practice will routinely be requesting patients to complete surveys. Previous surveys have led to the introduction of new treatments such as BOTOX®, as well as new facilities such as the disabled toilet. In order to keep sample sizes manageable and to ensure patients are in surgery on

time, we will be surveying a proportion of patients daily. If you are asked to complete a survey and do not wish to take part, simply decline the offer, conversely if you would like to complete a survey please ask for one at reception. Your insight will help to shape the practice for a better future.

Thank you!