

CENTRAL DENTAL

Newsletter Launch

Central Dental launches its very first newsletter



Central Dental launches its first quarterly newsletter after patient demand. Patients were invited to a patient focus group held on the 23rd August 2012. Patients requested that they would like to hear what news the practice had to offer. They had requested

updates within the NHS and information on statistics within the practice such as Failed to attend numbers, waiting times on patient appointments & practice visits to schools & communities. Keep upto date will all our news, either in practice or by email.

ISSUE 1

OCT 2012

Filling Offers

Buy One Filling Get One 1/2 Price

Hygiene Package

Pay for 30 Minute Hygiene & Get Airflow Stain Removal

FREE

*Saving £22.00

Out Reach Groups

Did you know that Central Dental has a program to visit out-reach groups?

Our dedicated team visits community centres, religious groups & schools to educate people on good oral hygiene. If you would like us to make a visit: call on 01332 202200

**Terms & conditions apply please call the practice for further details*

Are you happy with your dental practice?

Each month our practice completes an audit on our patients satisfaction with treatments, appointment times, staff, etc. we do this to see if there is anything that we could do better. We would like patients to complete a Satisfaction Survey in practice and tell us what you think!

We also have a comments book that you can leave a comment about the practice, staff or even any idea's you may have that can improve the service we provide. Soon

you will be able to complete this on our website www.centraldentalderby.co.uk each quarter we will publish these figures in our newsletters and in practice.

Keep a look out for the news board which will be packed with information about staff & the practice. Coming Soon!!!!

Failures, No-Shows & Cancellations

We often hear from patients that they have to wait a long time to get an appointment even for just routine appointments. This is due to the amount of time that is wasted daily at the practice.

Patients who fail to attend their appointments and those who cancel their appointments at short notice, are costing Dental Practices thousands of pounds each month and delaying other patients from getting the care and treatment they need.

From July to Sept this year 292 patients failed to attend for their appointments, this wasted a staggering 82.6 hours (5.8%) of surgery time, and on average cost the practice £5,000.00 per month

This is the equivalent to one dentist sitting around for one

week each month waiting for patients.

We need your help to reduce these figures, please attend your appointment once booked and if you do need to re-arrange your appointment please call the practice and give 48 hours notice to re-allocate these appointments to other patients

This means that patients who desperately need to see a dentist will not have to wait until January to get to see us.

If you fail to attend for appointments twice then we have the right to review your place and this could result in you being removed from our practice & Derby City NHS notified.



Koshal's Korner

Each quarter we will have Koshal's Korner this is advice from the Principle of Central Dental himself Dr Amit Koshal

Any questions about teeth, gums, or general dental health you want to know the answer too, will be here every quarter!

If there is any question you want answering then please email info@centraldentalderby.co.uk

we will answer your email and give general advice in our next newsletter.

Announcements



Birthdays, Celebrations, Weddings & New staff Members.

Central Dental would like to give a big warm welcome to our newest recruits.

Miss Emma Murphy (Receptionist)
Miss Katie Rogers (Qualified Dental Nurse)
Miss Jasmine Kirby (Trainee Dental Nurse)
Miss Aida Meneses (Part-Time Dentist)

We wish you every success & welcome to our team.
If you see them in the practice give them a big Derby welcome! There newbie's and still a little shy ☺

Congratulations also to Emma who is newly married in August. We all wish you every happiness in a new chapter in your life.

Welcome back to our nurse Clover Attewell who has been off on maternity leave after giving birth to a very adorable baby girl Matilda.

We're glad your back! ☺