

# Robinson's Dental Practice

## 2010 newsletter



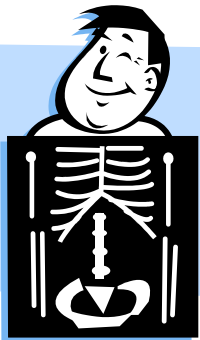
Many thanks to all of you who gave us feedback regarding our first newsletter last year, it seems to have been popular. In a bid to reduce the amount of paper we use we've decided to be a bit clever this year and combine the reminder with the newsletter, we hope you approve, please let us know.



Ellie Otty gave birth to her first child, a beautiful little girl named Isabelle, in September. Mother and baby are both thriving.

Sadly Ellie has decided to return to her home in Guernsey and will not be coming back to us after her maternity leave.

Gabriela Hilton will be staying on although, without Ellie to job share as previously planned, there may be a slight alteration in hours as Gabriela has 3 small children herself.



Simon, our resident gadget man, has been out shopping on your behalf and we have made a substantial investment in new state of the art digital x-ray equipment. In December both the small films taken in the surgery and the large scanning x-ray machine in the back room were upgraded to the new digital format.

The main advantage of the digital system is that the image is produced instantly so we can assess the radiographs before you leave the practice. In addition, a major benefit to the new technology is that much lower doses of x-rays are needed and, from an environmental point of view, no more chemicals.

In order to properly run the new digital xrays we have also had to install new computer software.

This will have advantages beyond the digital xrays as it will also enable us to provide you with a more tailored reminder service, for example instead of a phone call the day before perhaps you would prefer a text message?

Over the next few months we will be exploring what is possible with the new system and will ask patients to confirm and update their contact details and preferences.

We are assured the new system is very simple to run but there will undoubtedly be teething troubles (no pun intended) and we would ask that you be a little forgiving if our staff are looking a bit frazzled when you next come in!



The eagle eyed amongst you might notice a change to our paperwork!

The old green and blue has been in use since we started the practice back in 1992 and we felt it was time for a change so we're swapping to a lilac and blue theme.

The changeover will happen gradually throughout the year as we use up the old stock.

Our little 'applejack' logo is staying but he now looks more like a blueberry! Very 21<sup>st</sup> century superfruit!!



Congratulations

Simon's nurse Natalie was married in September to her long term love Richard.

We wish the new Mr and Mrs Thomas well in their future life together.