

Robinson's Dental Practice early 2012 newsletter

Motorbike accident

As many of you will already know Simon had a motorcycle accident in September. We are all very thankful that he was wearing good protective gear and escaped with only a broken collar bone and sprained thumb. Simon would like to thank all the patients who sent cards and wished him well it was very touching.

Much to Kate's relief the insurance company has scrapped the motorbike and Simon has said he won't buy another one, apparently rolling along the road at sixty miles an hour thinking

"Wow! This helmet is really good" helps you reconsider your choices in life!



One of Simon's patients did suggest maybe he could get a motor-tricycle; a lot of the fun of a motorbike but less dangerous. Kate has vetoed this idea on the basis that the only people she's ever seen riding one of those trikes had long hair and grey beards, neither of which she feels would suit Simon!

We would like to say a big thank you to our lovely associate dentist Gabriela and all the staff who really came together and supported us through a difficult time. x

Recommend a friend

Last year was an eventful one for us as we made the extremely tough decision to cut our final ties to the NHS Dental Services.



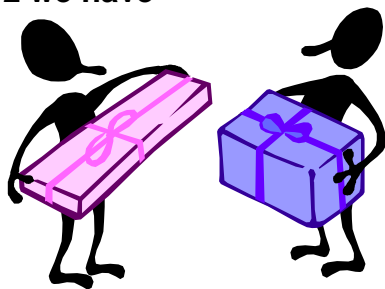
We have been considering this for some time. The bureaucracy within the NHS gradually wore us down and the constant battle to reach quotas and hit targets eventually became too much.

We have always tried to give ALL our patients sufficient time to listen to their concerns, explain our findings and discuss treatment options. In the past our NHS patients received this level of service but as a result we were left with the situation where we didn't hit our agreed quotas and had to pay back money to the NHS every year.

This could not continue and so we took the difficult decision to leave the NHS completely, we felt that we, as service providers, wanted to be in sole charge of the service we provide.

We hope that you all feel we provide excellent dental care and value for money in today's difficult climate and we know that many of you recommend us to your families and friends. Well in future we would like to reward you!

From January 2012 we have introduced 'recommend a friend' cards which are available from reception. Now when you recommend someone to come to us, when they come for their first appointment if they give us your name, we will send you a £10 Marks and Spencers voucher as a thankyou.



Congratulations

A big WELL DONE to Gabriela's nurse Marie who finally passed her Certificate in Dental Nursing last year. It

was a lot of hard work and I'm sure she won't mind me saying it was not her first attempt. She even had to travel to



Plymouth to sit the exam because the local centre were not doing resits; something she only found out a couple of weeks before the exam. We're all very proud of her and her determination to get there in the end. Really well done Marie!

Looking after you

I'm sure many of you will have read the shock news in the papers last year about the patient who died at the dentists due to a suspected anaphylactic reaction. It was reported that the dentist and staff were not properly trained for emergencies and did not have the correct drugs and equipment.

We would like to reassure all our patients that our whole team take part in regular training for CPR and medical emergencies and we have all the drugs recommended for dental practices by the UK resuscitation council.



In addition, we have invested in a defibrillator machine which is not yet compulsory in dental settings.

We sincerely hope it will be the one piece of expensive equipment in the practice which we never ever have to use!