

# newsletter

**Autumn 2014**

## **Staff news**

Jade – starts her dental nurse National Diploma Examination Course for Dental Nurses in November. We all wish Jade the best in her studies.

Kim – Well done on passing your dental nurse oral health education course in the summer. Kim will now be providing oral health advice to patients through referral from your dentists.

Ceria – Sadly we are saying goodbye to Ceira in September, we all wish her the very best for the future.

The practice is currently looking for a part time dentist to improve access to dental care

## **NHS exemptions from NHS charges**

From 1<sup>st</sup> April 2014 anyone who is entitled to free NHS treatment must check their entitlement and show proof each time a new course of NHS treatment is started. Incorrect claims could result in a penalty charge of £100 plus the cost of NHS dental treatment received.

Completed dental courses of treatment are sent to the Dental Business Authority who checks entitlement of free dental care.

The practice is not responsible for any false claim; this is solely the responsibility of the patient.

Please ask at reception if you need more information

## **Denplan**

Denplan patients will notice a change in their dental examinations. Denplan have introduced a pre-visit patient assessment (DPPA).

This helps your dentist to assess and monitor patients' oral health, future risk to aid care planning and measure clinical outcomes.

Patients will be provided with written information which will enhance patients' better understanding of their dental care and treatments available.

## Contact details

Please keep reception informed of any changes in your contact details. This includes your address, telephone numbers (land line & mobiles), email address.

This helps us when we need to contact you or send out referral letters.

## Recent updates and changes in the way reception works

**Booking appointments** - You can now book your dental examination online. Give reception your email address and when your recall is send out by email you will be given a link to book. It's that simple and you can book your recall appointments at any time. This service also works on smart phones.

**Clinipad** – This service enables patients to sign there NHS forms and medical histories electorally. Helping the practice go paper free

**Plans for the future** – Treatment plans to be signed electorally.

## Hygienist appointments

Hygienist appointments are not covered by the NHS. Hygienists work along dentists in treating chronic periodontal disease under the NHS at this practice but this is done under a strict referral system by the treating dentist.

Hygienist appointments cost £48.00 per visit

## Number of Failed Appointments

There were **133** failed to attend appointments between 1<sup>st</sup> May – 31<sup>ST</sup> August 2014.

This equals to **36.10 surgery hours** was wasted. Please contact reception to if your unable to attend, there is always patients waiting for appointment and theses patients are in pain.

Equally there was **30.50** surgery hours wasted due to people giving short notice cancelation of their appointment on the day and the practice unable to fill these appointments.

## Practice news

A Denplan Excel inspection is due of the practice end of November, this is one of many inspection that take place to insure the practice meets the high standards that is required to practice safely.