

Brooklyn House Dental Surgery Newsletter – Summer 2008

A warm welcome to all those new patients who have joined our practice recently and a big thank you to those who have been with us for sometime and supported the changes and growth of the surgery over the past few years. We appreciate and thank you all for your patience as we integrated new staff members and treatments into our existing busy programme and apologise if any growing pains have affected your appointments.

- ◆ Please make use of our evaluation and suggestion forms in the waiting rooms as we genuinely value your opinion.
- ◆ Thanks to those who have helped us to keep on time by arriving 5 minutes before their appointment time.
- ◆ Our courtesy appointment reminder phone calls take up a lot of time and effort from our receptionists, Jackie, Hayley and Sharon and when short staffed we may not be able to phone or leave a message, **SO PLEASE DON'T RELY ON THESE CALLS!!**
- ◆ Please inform us of any changes in your medical condition or medication no matter how trivial, as this might affect your treatment.

Services

- ◆ Our oral Health Educator, Louise Wilson, has been very popular and extremely successful.
- ◆ The uptake of Private Orthodontics has been extremely good amongst all ages, report Helen and Louis, you're never too old to have your teeth straightened! New techniques have halved the time you need to wear braces and you can even have porcelain brackets or clear trays (Clearstep) to hide the fact that you are having treatment.
- ◆ Teeth whitening is becoming more and more popular. This is a completely safe, pain-free procedure. Information is available at reception or from your dentist.
- ◆ Implants have proved to be the most successful new treatment option offered, since we started offering the service in Dec, 2006. Stephan, Diane and Natalie are booked well ahead and have been working 6 days a week to keep up with the demand. Patients are surprised at the simplicity and in most cases, relatively pain free procedure.

Brooklyn House Dental Surgery are proud to say that we were the very first dental surgery in the UK to purchase PRGF equipment, that allows you to use your own growth factors, isolated from your blood plasma, to encourage bone growth, accelerated healing and implant acceptance. **Truly leading technology, here in Fakenham!**

General Staff Announcements

- ◆ Congratulations to Natalie for passing her Nursing qualification successfully, first time round. Enjoy your holiday in Japan, you deserve it.
- ◆ Congratulations to Diane for passing her Level 2 Decontamination and Sterilisation in Health Care Environments exam with **HONOURS!**
- ◆ Colette Shoyer, our hygienist, is now available on Wednesday mornings and the whole day on Fridays.
- ◆ Lizette Moolman (Associate Dental Surgeon) works only 3 days a week and therefore has had to transfer her NHS exempt adult patients to Louis Minnaar (Associate Dental Surgeon).
- ◆ Diane Robb (Senior Dental Nurse) has been appointed Practice Implant Co-ordinator and Natalie Bastin her assistant.
- ◆ Helen Coley is our Orthodontic Co-ordinator.
- ◆ Louis Minnaar is still attending his 15 month long Advanced Orthodontics course and has already been able to offer new treatment options to our patients.
- ◆ Stephan Malherbe will be starting a Diploma in Implant Dentistry through the Royal College of Surgeons of England at the University of Leeds in September.

Brooklyn House Dental Surgery supports the continuous ongoing training of all staff members.

*Visit our website for even more information on our practice –
www.Fakenhamdentist.co.uk*