

Newsletter Summer 2011

- Welcome again to Robert Maclure now joining us two days a week on a permanent basis. This will now allow us to **accept new patients** in all categories again.
- Since our last newsletter Hayley has returned from maternity leave and two new members of staff have joined us. Louise Cooper has joined us as a Trainee Dental Nurse and Amanda Leonard has joined us a Qualified Dental Nurse and assistant to Robert Maclure.
- We were sad to see Louise Wilson leave for pastures new.
- Sharon Hoogendyk has been appointed Practice Administrator and Diane Robb is our new Clinical Lead Nurse with Petro Minnaar still in charge on financial matters.
- Sharon or Stephan will listen to and deal with any complaints you may have.

Recently we have asked some of you to complete a questionnaire in order to hear what we do well and not so well.

Thank you to those of you who took the time to complete these forms.

Some patients seemed to be not fully aware of what our surgery is particularly good at.

<p>Lizette Moolman B.Ch.D</p>	<ul style="list-style-type: none"> ❖ Treatment of Facial pains/Headaches/Neck pains and Migraines due to tooth grinding and/or clenching. ❖ Lizette has a special interest in Cosmetic Crowns, Veneers and Bridges. ❖ She works closely with the hygienist and therapist to prevent and treat gum disease.
<p>Robert Maclure B.Sc, B.Ch.D</p>	<ul style="list-style-type: none"> ❖ Endodontics (Root canals), Dentures and Restorative Dentistry.
<p>Louis Minnaar B.Ch.D</p>	<ul style="list-style-type: none"> ❖ Private Orthodontics for children not qualifying for treatment under the NHS and adults alike. He offers shorter treatment times and also Clear Step braces. He accepts referrals from dentists all over Norfolk. ❖ Louis has also got an interest in Periodontics (treatment of gum disease).
<p>Stephan Malherbe B.Ch.D Dip.Imp.Dent</p>	<ul style="list-style-type: none"> ❖ Dedicated and qualified Implantologist, doing surgical and restorative parts. ❖ Carries out bone grafts and sinus grafts as well as plastic surgery techniques associated to implantology. ❖ Special interest in surgery and extractions. ❖ Works closely with the Dental Therapist and Hygienist to prevent and treat gum disease. ❖ Accepts and treats referred patients from dentists all over Norfolk.
<p>Chloe Brotherhood</p>	<ul style="list-style-type: none"> ❖ Chloe is a qualified Dental Therapist. This means not only can Chloe treat and prevent gum disease problems, she can also do preventative sealants, invasive fillings and extractions under local anaesthetic. ❖ She can also recement crowns and bridges and take radiographs. ❖ Chloe is very enthusiastic about her work and demands the highest standards from her patients. Her results speak

	for themselves!
Colette Shoyer	❖ Colette is an experienced Oral Hygienist specially qualified to give preventative oral hygiene advice and dietary advice, as well as treat and prevent gum disease.

CQC

Care Quality Commission registration became compulsory on the 1st April 2011. This took an awful lot of our resources and was a real financial burden during already difficult times. We believe we have done really well and have a lead on most practices in our area. You might find some things changing when you next visit us, mainly in the increased paperwork required. We do apologise but this is now required by law.

We have to ask, what next?

The demands on dentistry are constantly changing and being a private surgery has allowed us to stay at the front of the pack. We now hear from the NHS that five years into the new contract we are going to face another new contract as the 2006 contract has predictably failed miserably. We will have to watch this space.

What next for us? I believe the next step is becoming a Denplan Excel practice! Further improving the level of service we offer to our patients.

Thank you for your continued support and keep telling us what YOU want.