

40%

WallHeath
**DENTAL
PRACTICE**

40%

Denplan Excel Survey Results

Thank you to all of you who completed a questionnaire for us back in May. Denplan have now provided us with the results and your comments. We are really pleased with the results which were overwhelmingly positive, significantly more so than other Denplan Excel practices who carried out the same survey. You told us that you find the dental practice clean, the team very friendly, informative and trustworthy. The one area where our results are less positive is your satisfaction with the appearance of your smiles. Although we are a preventive and family dental practice, we do offer cosmetic treatments such as tooth whitening, tooth straightening, replacement of discoloured white fillings, and veneers and crowns. If there is something you don't like about your smile please mention it to us and we will discuss your options. Whenever we carry out a survey we receive some complaints about waiting times, we are always trying to improve waiting times and availability of appointments. With this in mind we undertook some team training earlier in the year to help in this respect. We also audit our waiting times regularly.



Do you know how much sugar is in your diet?

A large study of 3-year olds in the UK revealed that more than 1 in 10 3 years olds in the UK have tooth decay. Tooth decay is a completely preventable disease caused by sugary foods and drinks. We also know that a diet high in sugar is linked to diabetes, high blood pressure and heart disease, rheumatoid arthritis, dementia, ageing of the skin, and cancer.

The latest guidance is that an adult should consume no more than 25grams of added sugar each day, including sugar contained in fruit juice. Children should have less than this.

Late cancellation and failed appointments

We are really struggling with the hygienist's diary due to cancellations made on the day of or the day before the appointment. Many of you will be used to our receptionists contacting you to ask you to come at short notice to fill these appointments but often we are left with last minute large gaps in the appointment book, even though they are fully booked several weeks/months ahead. Obviously the surgery still incurs running costs during these gaps, with the dental nurse, receptionist and hygienist's wages to be paid. We do not want to charge patients for failing to attend or cancelling late because we understand that sometimes it is unavoidable. Please try to book yourselves a convenient appointment and endeavor to attend because employing a hygienist within our team is for your benefit. We would like to invite your comments as to how we can improve the situation.

Services

In addition to regular dental care we offer:

Inhalation sedation (Happy Air) to help you relax

Cosmetic dentistry

Dental Implants

Inman Aligner

Hygiene treatments to assist with a cleaner healthier mouth

Our hours

Please contact our reception team to book an appointment:

Monday	Tuesday/Wednesday/Friday	Thursdays
08:30 to 12:30 and 13:45 to 17:00	08.30 to 12.30 and 13.45 to 17:15	09:30 to 13:30 and 14:30 to 18:00

Telephone: 01384 292666

Email: info@wallheathdental.co.uk

