

40%

WallHeath  
DENTAL  
PRACTICE

40%

## Happy New Year!

This year we plan to make some improvements to the practice, updating the equipment in one of the surgeries. We enjoy keeping up to date with dentistry and have many plans for 2015. We started the year with a training event provided by Denplan about communication and stress management. Towards the end of last year the dentists and hygienists attended the British Periodontal Conference and heard world renowned speakers discuss gum disease prevention and treatment. In December the dentists Jo and Lucy attended a Denplan forum event where courses were provided on dental anxiety and new filling techniques, they were able to meet fellow Denplan dentists to discuss improvements to Denplan and our own practices. We have numerous courses to attend as a team in 2015 for core topics such as radiation protection and prevention of cross infection, and of course we have team training at least every month.



### Follow us on facebook

In our last newsletter we told you about the problem we have when patients cancel their appointment on the day or do not attend, especially with the hygienist. We would still like to hear your suggestions to improve this. We are going to try posting on facebook appointments which become available at short notice. Please follow us on facebook so that you will be the first to know.



### Disabled access improvements

Following a suggestion from one of our patients, we have recently installed a low level door bell to the right of the front door to enable disabled patients to alert the receptionist they have arrived. We have ramps which the receptionist puts out over the steps. Alternatively our back door only has a small step so if you prefer please telephone when you arrive and we can open the back fire door for you. We are also considering creating a disabled parking space in our carpark. If you have any suggests for improvements we can make please tell the receptionist or fill in a comments slip.

## Are you anxious about going to the dentist?

Dental anxiety is very common, often leading people to avoid going to the dentist, or feeling distressed when they do. We welcome nervous patients and try our best to put them at ease.

- We have a friendly team who will reassure you and explain your treatment as much as you need.
- We use surface anaesthetic prior to injections to minimise the discomfort for all our patients.

- We offer "happy air" sedation to children and adults. This is also helpful to patients who are not normally nervous but may need to have a complicated or long procedure. Happy air is breathed through a nosepiece and after a few minutes gives a feeling of warmth and calmness. It is a very safe technique which has been used for many years. It can be used just to help receive a local anaesthetic injection if this is what causes anxiety, or for the whole treatment session. It also calms an overactive gag reflex so can be used to help with impressions where this is a problem. Happy air sedation wears off quickly so after half an hour or so a patient can return to work or drive, so it doesn't interfere with the rest of their day. If you would like to try "happy air" please ask the dentist.

- Some of our patients have found that listening to their own music or a relaxation recording during dental work helps them. If you would like to do this bring along your music and headphones.



## 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](mailto:info@wallheathdental.co.uk)

