

# Dental practice questionnaire

We are constantly trying to improve our standard of care at Gray's Dental Care. We would very much appreciate your feedback on the service we provide.

Please take the time to complete the questionnaire and either post it back to us or bring it in when you next visit.

1) How do you rate the overall service provided at Gray's Dental Care?

very poor  poor  satisfactory  good  excellent

2) How do you rate the reception you receive at Gray's Dental Care?

very poor  poor  satisfactory  good  excellent

3) How do you rate the standards of care at Gray's Dental Care?

very poor  poor  satisfactory  good  excellent

4) How do you rate the appearance of the reception and treatment rooms?

very poor  poor  satisfactory  good  excellent

5) How do you rate the standard of hygiene care that we provide?

very poor  poor  satisfactory  good  excellent

6) How do you rate your oral health since being under our care?

very poor  poor  satisfactory  good  excellent

Comments:

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7) Do you find our patient newsletter informative and beneficial? Yes  No

8) Would you recommend us to a friend? Yes  No

Any other comments:

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Thank you for answering these questions.  
We look forward to seeing you again soon.

## Children's dentistry

The dental health of our younger patients is very important to us. It is vital for children to receive quality dental care so that they grow up with a happy and healthy smile.



We offer a dental care plan especially for children. This is a great way of covering the cost of your children's routine dental health needs.

The plan costs just £3.95 a month. Benefits include two dental appointments each year during which we will complete a thorough examination of your child's teeth and take any necessary X-rays. You and your child will also have the chance to talk to us about any dental concerns you may have and we will offer advice on how to avoid problems such as gum disease and tooth decay.

The plan also means you will be given a 50% discount off any dental and hygiene treatment that your child may require.

As a member, your child will also be covered by worldwide trauma insurance and emergency callout insurance.

**For more information or to register, please ask at reception.**

## Referrals

We are always pleased to welcome new patients. Most of our patients come from personal recommendations and we are most grateful to all our regular patients who refer their family and friends to us. If you know of anyone who would like to join our practice do pass on our details. Please ask them to mention your name when they register with us so we can thank you for your support.

### In this issue...

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- Avoiding fillings
- Children's dentistry



# Word of Mouth

## Sharon

It is with a mixture of happiness and sadness that we can announce that Sharon is leaving our team. Sharon and Robin have worked together for over 17 years since their days at the Dental Hospital in Manchester.

After passing her National Certificate, Sharon worked in the Department of Orthodontics and she left the Dental School to join our practice in 1990. She has always been a valuable member of our team and was appointed Clinical Manager three years ago.

Never being one to stand still she sat and passed exams in Conscious Sedation and is now moving on to a full time Diploma course in Dental Therapy and Hygiene. We are delighted for her because she secured a place on the course in the face of stiff opposition.

Hers will be a difficult act to follow, we will miss her and wish her well for the future.



Sharon



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Articles contained within this newsletter are provided for information only and should not be taken as a recommendation for any specific dental treatment or procedure. For further advice contact the dental practice.

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122 Bath Road, Cheltenham, GL53 7JX • www.bluehorizonsdental.co.uk

Gray's Dental Care, 62 Manchester Road, Altrincham, Cheshire WA14 4PJ  
t: 0161 928 1813 f: 0161 924 0330  
e: enquiries@graysdental.co.uk w: www.graysdental.co.uk

# Modern dentistry for healthy teeth...

*Dentistry is constantly changing and improving. New techniques are discovered, new materials created, and new equipment designed, all with one aim in mind – to make dental treatment more comfortable and more effective for patients.*

Cosmetic dentistry in particular is seeing huge advances – enhancements these days are more natural-looking than ever before, and dental implants, which replace missing teeth, are often hailed as the biggest dental breakthrough in the last 20 years.

To make sure we make the most of these improvements and pass on the benefits to our patients, we invest a lot of time and money in keeping our dentists and the rest of our team fully up-to-date.

To continue to practice in this country, every dentist in the UK has to complete a minimum number of hours of ongoing professional development each year, which is monitored by the General Dental Council.

We see these training requirements as very much the minimum standard, and in fact devote far more time to our development. We want to provide all our patients with the very best that dentistry has to offer, and this training, combined with continuous investment in modern equipment, helps us to achieve this goal.

It also helps to boost our enthusiasm in dentistry, keeping our minds open and encouraging us to continue finding more ways of helping our patients to have happy, healthy smiles and to view visiting us as a positive experience.

## Fancy that!



The ancient Chinese wrapped tiny pieces of parchment around painful teeth. Each piece contained written prayers and incantations.



*Four out of five people in the UK are unhappy with the way they smile, and 20% of us are so unhappy that we hide our teeth when being photographed.*

*A new survey, carried out by the British Academy of Cosmetic Dentistry, shows that while there is a strong interest in cosmetic dentistry, people are often held back because they are not aware of the treatments that are available, or fear they might be too expensive.*

## Are you happy with your smile?

In fact, many patients are pleasantly surprised at how easy and affordable smile enhancements can be.

Tooth whitening and tooth-coloured fillings are the most popular treatments, and can make a huge difference for a relatively small investment.

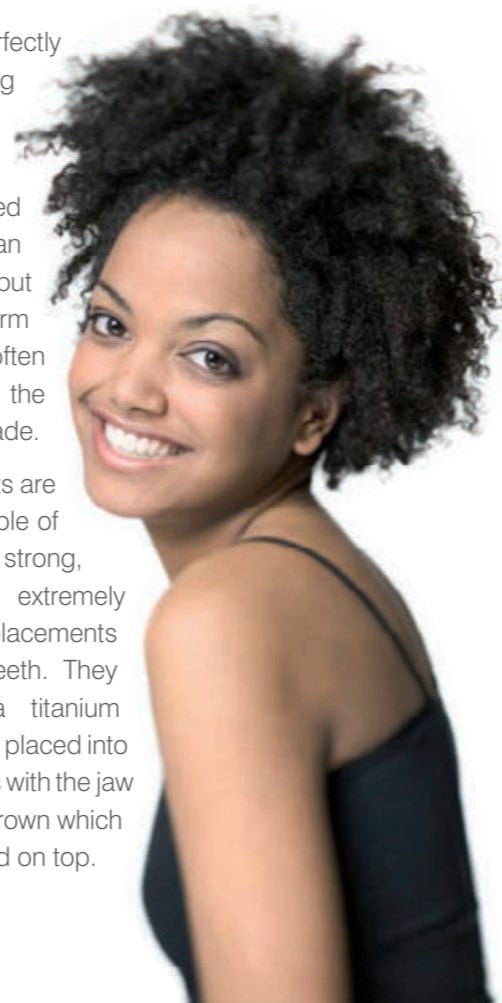
Bonding can disguise many small imperfections including chips, cracks and gaps, and is painless and inexpensive.

Today's modern materials mean that crowns and replacements for missing teeth are no longer flat in colour with metal edges where they meet the gum – instead they are extremely natural in look

and feel, perfectly complementing your other teeth.

More advanced treatments can cost more, but the long-term benefits are often well worth the investment made.

Dental implants are a prime example of this. They are strong, lasting and extremely realistic replacements for missing teeth. They consist of a titanium fixture which is placed into and then fuses with the jaw bone, and a crown which is later secured on top.



## Avoiding fillings



Dental decay is one of the most common oral health problems, and the reason why patients need fillings.

It occurs when the bacteria in our mouths feed on sugars within our food and drink, and produce acid. These acids gradually dissolve the enamel – the hard protective coating on our teeth. This leads to a hole, or cavity, which if left untreated spreads further into the

centre of your tooth, causing sensitivity and later toothache.

The best way of avoiding decay is to eat only at main meal-times, and to drink only water between meals. This, together with regular check-ups and a good daily oral healthcare routine, will give you a far better chance of having healthy, filling-free teeth.

## Suffering from cold sores!



If you suffer from cold sores, you might be able to avoid them by taking a few simple steps. The virus which causes them lies dormant until it is reactivated – common reasons for this include tiredness, illness, stress, being run-down, hormonal changes and bright sunlight. Identifying the trigger means that you have a better chance of warding them off.