



REGENCY HOUSE

DENTAL PRACTICE

ISSUE 6 - JULY 2016

newsletter



Welcome to our regular practice newsletter. It has been a while since the last one and we have a lot to report. The practice continues to develop to keep pace with the growing needs and expectations of our patients. Dr Chris Barley took full ownership of Regency House Dental Practice in January 2016 and is excited to be able to continue to provide the highest quality modern dentistry in the very best of surroundings. Our expanding team now includes a Dental Therapist.

The Practice continues to go from strength and that growth is sustained by the word of mouth referrals that come from our existing patients to their friends and families. Thank you for your continued support and the confidence that you show in us.

What is a therapist?

Many of you will have already met Kerry Braithwaite, our new Dental Therapist. A dental therapist has the same abilities for providing Dental Hygiene care as well as being highly qualified in provision of fillings, tooth whitening, childrens dental care, impression taking and much more. Kerry is a fantastic addition to the team and has been helping us to provide an even higher quality of service



Tooth whitening

We continue to get fantastic results using the "Enlighten" tooth whitening system. This affordable treatment is proven, long lasting and totally safe. Why not ask Chris, Duncan, Kerry or any of the team when you next visit?

Tooth Straightening

You are probably aware that we have been offering Invisible tooth straightening for some time. Over the past few months we have started to use the "Smileign" aligning system for adults. This uses simple removable, clear aligners that are generally worn for 4 to 9 months and which gently straighten your teeth. If you have always promised yourself straight teeth why not talk to Chris or one of the team about Smileign.

Reception

From the start Regency House has sought to make the Practice feel as comfortable as possible from entrance through patient lounge to treatment rooms. It is clear that the entrance and reception area is no longer of the standard that reflects our practice values so a TRANSFORMATION will be taking place before the end of 2016.

We are sure that our patients will appreciate the ambience of the new area and benefit from the additional seating. A huge improvement for all.



Facial Aesthetics

We continue to offer facial aesthetics at the practice with probably the highest trained clinicians you could hope for. Dr Clare Kaloo has recently started providing a fantastic facial aesthetics service in the practice from the comfortable surroundings of the clinic on the top floor as well as the already available Regency Facial Aesthetics by Dr Alison Milhench. Please ask any of the team if you would be interested in having a consultation.

Implants

In 2016 we will have the pleasure of providing more dental implants for patients than ever before. For people who have missing teeth or wish that they didn't have to wear dentures or for those who have failing teeth, implants are a fantastic solution. Implants are the closest replacement for natural teeth, giving back the confidence for eating and smiling that can be reduced with lost or failing teeth. Please ask to see Duncan or Chris if you would like to discuss this with no obligation.



Introducing new staff

You may have heard there have been some changes in the team. John Parr has now fully retired, and we all wish him the very best, and Michele Parr has returned to the practice after a break raising her family.



In reception you will have met Stephanie who has customer service at the heart and soul of everything she does.



At the end of 2015 we were joined by our new head nurse, Kate.



She trained at the prestigious Eastman Dental Institute in London and brings with her a great experience of many fields of dentistry.

Finishing MSc

Chris's patients will no doubt have heard him talking about his MSc through 2013-2016. Chris Graduated at Birmingham University with his MSc in Advanced General Dental Practice on July 12th! It was a fantastic course which covered all aspects of dentistry and his commitment reflects Chris's philosophy of continuous improvement for all members of the team in order to benefit our patients.



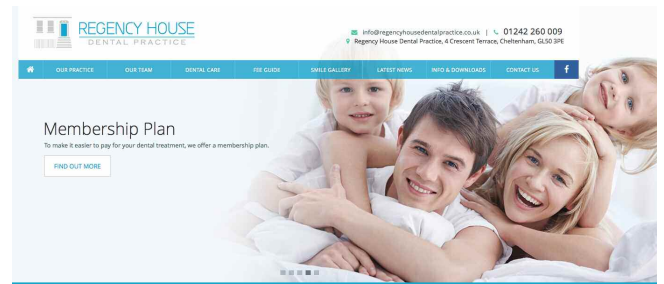
Emergency service

We are soon to launch and out of hours emergency service. Sharing a commitment to a rota with a number of like-minded Private Practices in Cheltenham we will take our turn in providing out of hours emergency care to match the quality of care we provide during normal practice hours. The details are being finalised but the service should be up and running in January 2017.

Website

The Website continues to be a wealth of information for people. Please do visit the website for information about the practice, the latest information on the memberships, team members, fee guides as well as information leaflets, info-videos and much more!!

www.regencyhousedentalpractice.co.uk



Reminders

There have been a couple of "glitches" with our reminder service since the start of 2016 and we apologise for any confusion caused. If you feel you are overdue for a routine examination or have outstanding treatment please give us a call and we will schedule your next visit.

Late Cancellation fees

In the past there has not been a clear policy about patients who either fail to attend or cancel reserved appointments. We reserve the right to charge an appropriate fee for the scheduled time if the appointment cannot be allocated to another patient.