

# St Martins Bugle

Autumn 2011

St Martins Dental Practice,  
75 St Martins Street,  
Hereford, HR2 7RG

**01432 265613**

[www.stmdentalcare.co.uk](http://www.stmdentalcare.co.uk)



## You gave us something to smile about!

The practice is delighted to announce the fantastic results of our patient survey in which many of you kindly participated.

The survey, which is part of the Denplan Excel Accreditation Programme, allows us to compare ourselves against the national average for satisfaction. It was completed by a random sample of 186 of our patients. We are very pleased by the results which show that you are all very happy with our service.

If you did not have a chance to take part in the survey, but would like to give us feedback of your own please be assured that your suggestions and feedback are always welcome.

**98%** of patients thought that the service offered by the practice team is excellent or good.

An amazing **97%** of patients thought that the attitude of our practice team towards them is ideal compared to a national average of **94%**.

**86%** of patients would not hesitate to recommend St Martin's Dental to a friend or family member, or indeed already have.

**95%** of patients felt that our cleanliness and hygiene at the dental practice is ideal.

We value all your feedback and comments and have noted those relating to further improvements we can make. All the issues you have raised will be looked into. For example, as a result of your comments, we have now installed a water cooler in the Waiting Area.

A few patients commented on being kept waiting when attending for appointments. We always try to be on time whenever possible, but sometimes unforeseen circumstances happen with emergency patients and even in planned treatment visits causing delays. Please be assured that we always try to see patients in pain the same day and if there are going to be delays to waiting times we will endeavour to let you know in advance.



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At the heart of dental care

# Practice News

## Changes to our team

**Melanie**, our Practice Manager, who has worked at the practice for 22 years, has left us to move away from the area with her family. She has been an inspiration to us all and has helped to develop the practice to be the success it is today. She has been a mentor and guide for numerous dental nurses who have trained and developed under her care. Melanie has also been a great support and organizer for the partners, Krista and Bob, and we all wish her and her family well in her new home.

**Pamela** has taken the role of Practice Manager. She has been with us for 11 years and is an excellent replacement for Melanie.

We are also pleased to be joined by **Ellie** who is an experienced dental nurse.

We congratulate **Annmarie** on passing her dental nurse qualification.

## Investing in you by investing in us

A new government regulatory body, the Care Quality Commission, has taken over responsibility for registering and monitoring all health and adult social care providers in England. Its role is to ensure that all patients receive a common standard of care meeting essential levels of quality and safety. Dental practices will be regularly assessed to show that they are meeting these standards.

The Government has issued new infection control guidance to ensure the safety of all patients. As this is a key consideration for us, we have implemented some changes to the surgery, including a new decontamination room with a dedicated decontamination nurse.

You will be reassured to know that as a Denplan Excel Accredited practice, we are already meeting all of the above requirements as your safety and the quality of care are our top priorities.

## Opening times

Monday	09.00 to 13.00, 14.00 to 17.30
Tuesday	09.00 to 13.00, 14.00 to 17.30
Wednesday	09.00 to 13.00, 14.00 to 17.30
Thursday	09.00 to 13.00, 14.00 to 17.30
Friday	09.00 to 13.00, 14.00 to 17.30

## Appointment reminders – SMS (text) messaging

We have a text messaging reminder service to help you remember your next appointment. We hope you find this useful.

If you would like to take advantage of this service, please let our reception team know.

## Useful Numbers:

Emergency number

**01432 265613**

(answerphone message)

Practice number

**01432 265613**

E-mail address

**enquiries@stmdentalcare.co.uk**