



2006
Issue 3

Smile Times

The Newsletter from Far Headingley Dental Care

Brand New Surgery

We are delighted to announce the opening of our new surgery at Far Headingley Dental Care. Not only have we moved into a much brighter and lighter room, we have also installed state of the art dental equipment. Some of the benefits include: new air conditioning, enhanced digital imaging and a new easy entry dental chair.

The next stage in the practice refurbishment plan is to completely renovate the original surgery to bring it up to the same high standards. We hope that you enjoy the improved dental experience at your next visit to our practice.



Underwater Gallery

They say a change is as good as a rest so we have recently changed the gallery of images in the practices.



We now have a variety of underwater photographs taken by Adrian Precious who is a keen scuba diver. We hope you find the images peaceful and relaxing.

Quality Improvements

To ensure that we continue to improve the quality of the overall experience at Far Headingley Dental Care we have introduced patient feedback forms. Please complete one of these after your next appointment.

Despite increasing the number of appointments offered at the practice since the New Year, we are still experiencing some delays as there is a high demand for our services. Over the next 6-18 months we will be increasing the number of surgeries at FHDC. This will enable us to offer more appointments with more dentists. Please bear with us until then. We apologise for any short-term inconvenience.

Budget Care Plan

Did you know that you can budget for the cost of your basic dental care with FHDC's own Direct Debit scheme?

You can also claim much of the cost back (along with other health related costs) from the Leeds Hospital Fund if you join its scheme.

Today's date: ___/___/___

Far Headingley Dental Care is committed to a pleasing quality service in a modern and friendly environment. To help us improve our service we kindly ask you complete this questionnaire.

- How would you rate the quality of service provided by our reception team? (Consider friendliness, efficiency, appearance, helpfulness etc.) Please circle your answer (1 = poor 10 = excellent)
 1 2 3 4 5 6 7 8 9 10
 What could be improved?
- Please rate your experience with your dentist? (Consider friendliness, explanation of treatment, how treatment was carried out etc.) Please circle your answer (1 = poor 10 = excellent)
 1 2 3 4 5 6 7 8 9 10
 What could be improved?
- How would you rate the waiting time? (Consider appointment, friendliness, appearance)
 Please circle your answer (1 = poor 10 = excellent)
 1 2 3 4 5 6 7 8 9 10
 What could be improved?
- Who do you see today for your treatment?
 Mr Peckler Mr Kanga Mrs Jay
- After being recommended to have a dental appointment, did you find it a pleasant surprise?
 Yes No Not applicable
- When you return home from your appointment, how long were you relaxing? ____ minutes
 Yes No
- If yes, did we apologise & explain why there was a delay? Yes No
- How would you rate the quality of the environment for Headingley Dental Care?
 Consider cleanliness, noise levels, lighting, patient reception etc.
 1 2 3 4 5 6 7 8 9 10
 What could be improved?
- How well do you feel the practice communicates with you?
 Consider telephone calls, appointment reminders, practice website, e-mail, practice literature etc.
 1 2 3 4 5 6 7 8 9 10
 What could be improved?
- Are you aware of the practice offers the following services? (Please tick all that you are aware of)
 Hygiene services Air-flowing devices
 X-ray services Radio dental services
 Cosmetic services In-surgery X-ray equipment
 General dentistry Smile treatments
 Bleaching appointments Tooth replacement

Thank you for taking time to provide us with your feedback.

visit us online @
www.fhdc.co.uk

Meet the team...

Name: Dr Purvi Precious

Role: Principal Dentist

Purvi is married to Adrian and has a Chocolate Labrador called Bodie

Born: London

Age: 31

Likes: Walking, Skiing & Scuba Diving, Yoga & spending time with family and friends

Favourite Food: Anything spicy especially Thai

Favourite Film: The English Patient

What do you love about your job?

Meeting new people. Helping people improve their confidence through cosmetic treatment and working with a great team!



Finance Options

We are very excited to have been granted a consumer credit license under the Consumer Credit Act 1974 at Far Headingley Dental Care. This means that we will be shortly be able to offer credit for treatment over the value of £1000 which will help spread the cost of treatment.

Emergency Dental Care

Please be aware that we have a limited number of emergency appointments available each day. These are on a first come first served basis.

As from 1 April 2006 a call out charge of £100 has been introduced for weekend emergency dental care.

Oral Hygiene Instruction



Do you struggle to get your children to brush their teeth properly? Do they tell you that they have brushed but they have only been in the bathroom for 30 Seconds? Or maybe they will not brush at all?

FHDC is now offering child Oral Hygiene Instruction with our Hygienist, Lisa Ramage.

In an OHI session Lisa will highlight plaque with special disclosing tablets to show where plaque remains after brushing.

The importance of brushing will be explained and brushing technique is reviewed and improved. Lisa will also explain how diet can affect your teeth.

If you feel that an Oral Hygiene Instruction appointment would benefit your child, please contact the practice and we'll arrange one for you.

Free Britesmile Whitening Pen

We are currently giving a free Britesmile top up pen worth 24.99 with every Britesmile tooth whitening* at Far Headingley Dental Care. We are also pleased to be able offer these whitening pens and Britesmile toothpaste and mouthwash to help you maintain your new whiter smile.



Telephone

0113 275 1323

E-mail

enquiries@fhdc.co.uk

Opening Hours

Monday to Friday
8.40am - 12.30pm
2.00pm - 5.30pm
(Wed -7.30 pm)

Address

174 Otley Road
Headingley
Leeds
LS16 5LG



*Interested in joining our team?
Please contact the practice for more
information about current vacancies*

*** Britesmile whitening @ £545**