

# Newsletter



## Issue 15 Autumn/Winter 2015

Welcome to the next edition of our practice newsletter. As well as keeping you informed of any changes happening at the practice, there is also some helpful information on some of the services we offer.

### The New Practice

It is hard to believe that we have already been in our new premises for 6 months! The new practice now feels like home, and the team love their new surroundings!

The decision to move was always with the patients' requirements in mind, and on our desire to enhance the overall patient experience and continue to improve upon the services that we offer our patients.

The new surroundings have given us lots of new exciting opportunities that we were unable to offer in our old premises.

We now have a private consultation room where we can talk to patients in complete confidence about their treatment.

The spacious waiting room is light and airy, with more seating areas than we were previously able to offer. The additional space also means that we are able to have two receptionists on duty at all times which means that we can deal with patients more efficiently.



**The spacious waiting room**

The reception area has the option of being sectioned to create a private area which is perfect for delivering oral health presentations and demonstrations to local schools, nurseries and other organisations or for practice meetings.

We now have four treatment rooms which gives us much greater flexibility to increase the amount of clinical time that is available to our patients. It is always our aim to keep patient waiting times to a minimum, and now we have the surgery space to accommodate this.

The more central location within the town is an added bonus, and we are also able to offer limited parking spaces to our patients, which was always a problem at The Old Malt House.

It seems that our patients love the new practice too; we have had some wonderful comments about the new premises, which can be viewed on our website at [www.sturminsterdentalcare.co.uk](http://www.sturminsterdentalcare.co.uk)

### Changes to the team

One of the things that patients comment on most is the long-standing team. Many of the team have been at the practice for over 20 years now; you know who they are!!

We know how important it is that patients are greeted with familiar faces each time they visit the dentist. It is a great comfort to patients, and also illustrates the underlying principles and ethics of the practice.

It was with great sadness that we said good-bye to Sue this summer. Sue joined the practice in 1985 when Brian acquired the practice, and has been a major influence in the continued growth and success of the practice over her many years working alongside Brian as a dental nurse, oral health educator and as part of the management team. Sue has decided, with mixed emotions, to accept a new challenge. She was asked

to consider taking on the opportunity to train as an ophthalmic dispenser in a position that also fits in perfectly with her family life.



**Sue's "last supper" at the practice**

We shall all miss Sue very much, and wish her every success in the future.

We have also welcomed three new members to the team this summer, and are delighted to introduce them to you.



**New team members (left to right) Jodie, Charlotte and Stella**

Stella joined our team of receptionists in April and is currently working 2 days a week while continuing to raise her family.

Jodie joined the team in July having recently completed her Level 3 NVQ in Dental Nursing. We are pleased to say that she has passed her dental nursing exams with flying colours!

Charlotte has joined the team as a trainee dental nurse, and she will begin studying for her Dental Nursing examinations in January.

We hope that all of our new team members will enjoy their time at Sturminster Dental Care as we look forward to the future and the continued success of the practice.

## **Ian Mercer B.D.S. L.D.S. R.C.S (Eng)**

Since we have moved, the practice has continued to grow steadily, with new patients joining every day. In order to cope with this increase, and in order to continue accepting new patients (and not to tire Brian and Helen out too much!) we have increased the number of dentists within the clinical team.

Dental Surgeon Eddie Winterburn has been working with us at the practice on a temporary "locum" basis to help us cope with the increased demand, and while Helen was recuperating from her knee replacement. We are very grateful to Eddie for his help and support during the last year, however, Eddie will be looking to leave Sturminster Dental Care within the next few months.

In order to provide a more permanent solution, we are extremely delighted to welcome Dental Surgeon Ian Mercer to the clinical team.

Ian will be available to see patients; both existing and new from January 2016. If you would like to book an appointment with Ian, please do not hesitate to ask one of our receptionists who will be happy to book you an appointment.

Ian is a highly skilled dental surgeon with over 24 years' experience in the dental profession. He attended Guys Hospital Dental School and graduated BDS and LDS RCS (Eng) in 1991. Ian has spent much of his professional career in the Royal Army Dental Corps including operational commitments in Bosnia, Iraq and Afghanistan.

Since leaving the Army in 2012 Ian has settled in the West Country with his wife and two children, and has most recently been working in private practice in South Dorset.

We hope that Ian will be very happy at Sturminster Dental Care, and we are sure that he will be a valuable asset to the clinical team.



**Ian Mercer B.D.S. L.D.S. R.C.S (Eng)**

