

TUPSLEY DENTAL PRACTICE

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NEWSLETTER

JANUARY 2018

Welcome to our latest newsletter, letting you know what's new in the practice, what our active team has been up to and items of interest to keep your oral health in tip top condition.

INCREASE IN HOSPITAL EXTRACTIONS FOR CHILDREN AND WHAT IS YOUR DENTAL PRACTICE DOING?

As you will no doubt have seen or heard in the news, the latest figures have been released by the Local Government Association (LGA) for hospital extractions for under 18 year olds in England and they have increased by almost a fifth over the last four years to 42,911 during 2016/17. Due to the severity of the tooth decay, approximately 170 operations a day are carried out to remove teeth from children and teenagers. The LGA have suggested that there is an urgent need to limit children's sugar intake and there should be reinvestment in innovative oral health education so that parents and children understand the impact of sugar on teeth and the importance of a good oral hygiene regime.

There have been many responses from various organisations:

The British Dental Association highlighted the fact that there is no national oral health programme in England, unlike in Wales & Scotland.

Dr Nigel Carter, chief executive of the Oral Health Foundation charity, said that the rise in childhood teeth extractions was "completely unacceptable" and was causing pain and distress for the under-18s undergoing the procedure.

Dr Sandra White, Public Health England's director of dental public health, said: "Parents can reduce tooth decay through cutting back on their children's sugary food and drink, encouraging them to brush their teeth with fluoride toothpaste twice a day, and trips to the dentist as often as advised."

The Royal College of Surgeons said the statistics were "alarming" and called for supervised tooth brushing sessions in all nursery schools across England.

A spokeswoman from the Department of Health & Social Care has defended their position and said that they were "determined to reduce the number of children having teeth extracted because of tooth decay" and pointed to the sugar tax on soft drinks with the most added sugar, which will come into effect in April 2018.

Public Health England (PHE) has also launched a new Change4Life campaign promoting healthier snacks and is aimed at encouraging parents to "Look for 100 calorie snacks, two a day max" to help reduce children's sugar intake.

Following this latest news we thought it was important to reassure our patients of our team approach to children's teeth and Oral health education which encompasses all of the above suggestions from the various organisations.

At Tupsley Dental Practice, in addition to the Dentists we have a dedicated Hygiene team which focuses on providing advice and assistance with every patient's oral hygiene, including children. At our appointments with children we will always highlight any areas that are being missed with their toothbrush and if necessary provide tooth brushing instruction. We may also use disclosing solution in the surgery or suggest use of disclosing tablets at home to highlight any areas where plaque is being left. We will discuss diet and our message is always "reduce the frequency of sugar in the diet therefore reduce the amount of sugar attacks on teeth throughout the day, ideally to mealtimes only". Sometimes we will provide patients with diet sheets to complete at home and then return to us so that we can assess them and provide any suggestions if required.

We also provide children with Fluoride varnish applications up to twice a year to assist in strengthening the teeth and we can provide Fissure Sealants on children's permanent teeth.

Two years ago we published an article entitled "Sugar-what's the problem?" in one of our newsletters and the following statistics were provided:

Maximum recommended daily amounts of added sugar:

4-6years	5 sugar cubes/19 grams
7-10 years	6 sugar cubes/24 grams
11+	7 sugar cubes/30 grams

As a Dental Practice we also provide Oral Hygiene talks to various organisations including local Nurseries and Primary Schools on an annual basis. At this early stage of childcare, it is our intention to provide the children with demonstrations and advice that will help them develop good oral hygiene routines that will continue throughout their childhood.

So as a Dental Practice we always try to "stay ahead of the game" and provide our patients with preventative advice and offer preventative applications to our children as well as trying to spread positive messages of Oral health education to a small proportion of the children in Herefordshire. If you know of any Nurseries or Primary Schools that you feel would benefit from a talk, have a chat with one of our team and we will try and organise a visit to them.

SARAH'S REPORT FROM HER LATEST TRIP TO KENYA

Our Dental Therapist Sarah has been off on her travels again. In October she travelled back to Msambweni in Kenya with the charity "Etatu" (www.etatu.org.uk) and a group of students from Hereford Cathedral School. She took with her 3 caseloads of toothbrushes, interdental cleaning aids and educational tools along with a number of motivational games and goodies for the kids and all the necessary protective equipment. It was a successful trip but not without hitches as you will see below.

"We hit the first hurdle before we had even left the country; an accident at Swindon closed the A419 and left the minibus full of students with the entire luggage stuck for 2 hours. I managed to avoid the jam but had to make a long detour to get to the M4. Luckily I arrived in reasonably good time to meet our host from Etatu at Heathrow but it was touch and go whether the students and luggage would make the flight! They made it with minutes to spare. There was plenty of time to relax and recharge on the 8 hour overnight flight, only to arrive in Nairobi to find that some of the students who had been informed by the Kenyan foreign office that they did not need a Visa were told that actually they did, so this had to be organised before we could catch our connecting flight and we did not have time for this scheduled in so once again it became stressful wondering if we would make the flight! Thankfully we did and after a 2 hour journey by road we finally made it, hot and sweaty, to Chale Reefs, our accommodation for the week. A Swahili lesson was the afternoon activity and a tour of the village followed by dinner and a good night's sleep to set us up for the days ahead.

Saturday was sports day, arranged by Etatu for the local primary school children. The events were run by our students and I was the chief scorer. Great fun for all and a chance to meet some of the locals and for me to be reacquainted with some of them! Our charity work started the next day.

The trip coincided with the election over there which resulted in some last minute changes of plan due to school and hospital closures however we were still able to organise to see groups of adults and children. I visited the Msambweni Orphan's Feeding Programme, the Nice View Children's Home and Msambweni Primary School which was opened specially for a couple of hours to allow for educational sessions and donations from Etatu to take place. We also organised workshops at the Banda, a community meeting place and educational resource centre set up by Etatu for the local people. I spent time training some of the adults and older teenagers, to enable them to pass on the knowledge and skills needed for a healthy mouth to others, even after I had left and I gave them equipment to use for this.

Meanwhile, my colleagues and the students were teaching other subjects such as Biology and English. A football match took place between a local girl's school and a team made up of our volunteers, there was singing, arts and crafts, plus charitable donations of clothing and toys were given out.

Tooth brushing was the main focus of the dental education sessions for the younger children however I was able to introduce the adolescents and adults to interdental cleaning. Most of them had never seen floss/interdental brushes before so it was an extremely new concept however they were all keen to learn. I provided educational leaflets full of additional information, this knowledge will empower every individual to look after their own and their family's teeth and gums and minimise the risk of requiring dental treatment in the future.

There was an opportunity for a little bit of relaxation time, taking it easy at Chale Reefs, where I was able to sit and read watching the waves lapping at the beach in the distance while a troop of monkeys passed by on their daily commute! We also had the chance to visit Tsavo National Park for a safari. After a rather arduous journey along the Kenyan highways, a combination of dirt tracks and roads with huge potholes which large lorries were trying desperately to avoid, we finally arrived. It was a bit of an adventure and quite a relief to reach our destination in one piece! But it was well worth it, we stayed overnight and managed 2 game drives, it was a fantastic experience.

I was supported by dental companies Curaprox, CTS and Trycare, Oral Health Foundation, Herefordshire Dental Society and the staff and patients here at TDP. So a huge thank you to all!! Yet again it has been a wonderful trip.”







MARK'S REPORT FROM FIRE & ICE ULTRARUN



In September Mark completed a 250km self-supported Multistage Ultra Marathon in Iceland, and did so in a total time of 43 hours.

Injuries included a torn shin muscle, and an Achilles tendonitis which have both now healed perfectly.

In total £4,700 was raised for his chosen charity 'Community Action Nepal' run by Chris Bonnington and Doug Scott. The money will go towards helping Nepalese Sherpa families who lost homes and infrastructure in the earthquakes a few years ago.



This is most of the kit carried, NOT including any food, and 6 days' supply of food had to be carried as well. The guitars came in really handy ...

At the start of the race, Mark was carrying a load of 35lbs, in a specialised rucksack which distributed weight and gear between the runner's chest, back and sides. He says it's not that easy to run quickly with all that strapped to you!

Now this challenge is over, and Mark has rested he is considering his next adventure, the UK offers many tough races, as does the United States and Europe – so many choices!





Some members of "Tent 8" in Iceland...



MEET THE TUPSLEY DENTAL PRACTICE TEAM

Following a few changes over the last few years with staff, we thought it would be helpful if we provided a list of our current members of staff and gave a brief summary of the responsibilities and assistance that they give to the Dentists and Tupsley Dental Practice:

DENTISTS

Mark Worthing & Rob Masters (Principals).

Nicholas (Nick) French and Gareth Jones (Associates).

PRACTICE MANAGER

Karen Jones

Karen is one of our longest members of staff having been with Tupsley Dental Practice for 10 years now. As Practice Manager she is responsible for supporting Mark & Rob with the daily running of the Practice and the supervision of the staff. She assists in recruiting and training new staff and always provides every new member of the team with an induction meeting to ease their transition on their first day.

Karen updates all the Practice policies and was very important in our last Care Quality Commission (CQC) inspection, both in the preparation for and on the day of the inspection. She regularly calls management meetings with Mark & Rob and also takes control of our monthly Practice meetings. She deals with financial issues such as the accounts and staff wages and is also involved in the marketing of the Practice. She is in control of all staff holiday and absence and ensures the smooth running of the Practice even when some members of the team are absent. Karen is key to communication within the Practice and also deals with patient queries. Karen is very approachable and her door is always open when any member of staff needs assistance or to discuss any personal issues.

DENTAL HYGIENISTS

Stella Galer and Jo Martin

Our Dental Hygienists are able to provide a range of services but all appointments include an Oral health assessment and an Oral Cancer screening, in addition to removal of hard and soft deposits from teeth above and below the gum line followed by a polish which results in a fresher and healthier mouth at the end of each appointment.

At each appointment they may carry out any of the following:

- Obtain a detailed dental history from patients and evaluate their Medical History
- Use indices to screen and monitor periodontal disease and when necessary take a complete periodontal examination

- Take intraoral or extraoral dental radiographs
- Plan the delivery of care for patients and where appropriate liaise with Dentists over the treatment of Caries and Periodontal disease
- Carry out an active course of treatment, i.e. Root Surface Debridement and if necessary use appropriate anti-microbial therapy
- Give patients advice on how to stop smoking
- Provide local anaesthesia, if required
- Apply topical Fluoride or provide Fissure Sealants
- Give diet advice when appropriate and if necessary discuss tooth wear and provide preventative advice
- Place temporary dressings and recement crowns with temporary cement in certain circumstances
- Take impressions
- Discuss Tooth Whitening and if a patient is interested, patients can book all the necessary appointments with the Hygienists following a referral from the Dentist
- Care of Implants and treatment of Peri-implant tissues
- Adjust restorations in relation to Periodontal treatment
- Provide advice for sensitive teeth

DENTAL THERAPIST

Sarah Childs

Sarah is able to provide all of the above services that the Dental Hygienists provide but in addition she can also carry out a range of other duties:

- Place fillings required by children and adults
- Extract primary teeth
- Place pre-formed crowns on primary teeth
- Carry out pulpotomies on primary teeth

These duties enable the Dentists to refer appropriate patients to Sarah for her to carry out the treatment that they require, which is beneficial to the Dentist as they have more appointments available to concentrate on more complex treatments but more importantly it may reduce the waiting time for the patient that requires the treatment, e.g. filling with Sarah.

All our Hygiene team; Sarah, Stella & Jo utilise good communication skills and demonstrate a high level of manual dexterity in order to undertake complex oral treatments. They are very adept at dealing with nervous patients. They all provide Oral hygiene advice which is personalised and individualised to each patient and will include brushing and interdental cleaning techniques. They work with each patient to help them achieve their goals. They are all very professional and responsible for keeping full, accurate and contemporaneous patient records.

DENTAL NURSES

Anthea Farr (Head Nurse & Implant Co-ordinator), Carly Davies, Georgia Layton, Jo Radon, Jo Phillips

Our Dental nursing team is extremely supportive for all our Clinicians. They are all very caring and attentive to the needs of every patient in the dental chair and offer support and reassurance when required. Each nurse has a plethora of duties including infection prevention and control procedures with extremely stringent cross infection techniques, prepare and maintain the clinical environment for every patient and preparing equipment and mixing dental materials. All the team provides excellent chairside support to each operator and each dental nurse is efficient when recording any information onto the computerised patient records including dental charting, indices and contemporaneous notes.

In addition, Anthea is also involved in taking radiographs (including CT scans), assisting Mark with impressions taken using the intraoral digital scanner and has initial consultation appointments with Implant patients.

TRAINEE DENTAL NURSES

Shan ta Prajapati and Sandhya Rai

Both "Santa" and Sandy are enrolled on a Level 3 Dental Nursing apprenticeship.

And to complete the team... THE WELCOMING RECEPTION TEAM

Claire (Head Receptionist), Tracey, Suzette and Kelly

Our Dental Receptionists work at the 'front line' of our Practice and are your first point of contact either on the phone or on arrival at Tupsley Dental Practice. They are all very knowledgeable with regards to booking new appointments and discussing fees and possible payment plans that may be suitable for each individual patient. They take control of our daily morning meetings and manage each Clinician's computerised diary of which they are all very proficient. They are extremely friendly and offer a very personal touch by providing any new patients with a tour of the Practice facilities. In addition they undertake all the general administration tasks as well as being in control of all reminders, dealing with all the payments and informative when dealing with phone calls. The list is endless but they manage it all and greet every patient with a smile!

STAFF UPDATE

EMPLOYEE OF THE QUARTER

Anthea Farr was the last member of staff to be voted for by her team members. Anthea continues to work hard assisting Mark, as well as carrying out her role of Implant co-ordinator and giving support to the other Dental Nurses.

However as a complete surprise to all staff at the Christmas party, every team member was given a special certificate in recognition of their own unique contributions to Tupsley Dental Practice by the management – some of the “contributions” were a great cause of amusement!

FAREWELL TO AMBER AND WELCOME TO SHAN TA AND SANDHYA

Last Autumn, we had to say goodbye to Amber who had been part of the Dental Nurse team for nearly 8 years. Unfortunately due to childcare issues she has decided that for now she is giving up Dental nursing to spend time with her family. We decided to replace her with a Trainee nurse but in fact we have now taken on 2 apprentices: Shan Ta (pronounced “Santa”) and Sandhya. They have started their Level 3 Dental Nursing apprenticeship and we hope they will be very happy learning a new career and working with us.

To book your next dental appointment call

The Cedars, 60 Aylestone Hill, Hereford
www.tupsleydentalpractice.co.uk

[01432 267388](tel:01432267388)

NEW PATIENTS, REFERRALS AND EARLY/LATE APPOINTMENTS

We are pleased to advise you that Nick, Rob and Gareth are still taking on new patients. We have some "Thank You" goody bags available to give to our existing patients if they are pleased with the treatment and service that they are receiving at Tupsley Dental Practice and wish to introduce any new patients to our Practice.

Mark is happy to provide consultations to patients who may be interested in Implants, whether they are an existing patient or not. So if you know someone who could benefit from our Implant technology, we would welcome them for an independent consultation either self-referral or by referral from their Dental Practice.

Rob is happy to take referrals for Endodontics (Root Canal treatment) so if you know someone who would prefer to save a tooth rather than having it extracted, it may be an option for them to have a consultation with Rob.

Our Hygienist team: Sarah, Stella & Jo are also taking on new patients. They also accept Direct Access patients – it is possible to see a Dental Hygienist without having to see a Dentist first. The GDC introduced Direct Access for Dental Hygienists on 1 May 2013 eliminating the need for a Prescription/referral from a Dentist.

Rob, Sarah & Stella offer evening appointments on Tuesdays until 19:30 and Sarah offers 08:30 appointments on Mondays, Wednesdays and Thursdays to accommodate our patients who have difficulty attending appointments during the normal working day.



TRAINING & DEVELOPMENT

As always, the staff at Tupsley Dental Practice pride themselves on updating skills and keeping up to date.

In November, Rob attended the British Endodontic Society's conference in Edinburgh, which he found to be most informative and a fantastic networking opportunity. In the same month, Sarah and Stella attended the British Society of Dental Hygiene and Therapy's Oral Health conference in Harrogate which provided them with updates on the latest techniques and products available and new ideas that could be implemented at work.

Jo continues to attend Gloucestershire Independent Hygienists (GIH) meetings and regularly updates the rest of the Clinicians with any new information.

Karen Jones, our Practice Manager, was involved in a course at Malvern Science college last week. It was aimed at Principals and Practice managers and covered General Database Protection Regulations (GDPR). This was an essential course for her to attend as it covered knowledge on protecting the Dental Practice and our patient's data within the new European Union (EU) rules that will take effect on 25 May 2018. She returned brimming with enthusiasm as to how we can implement these at the Practice.

We continue to hold our in-house mandatory training days which incorporate a range of topics including cross infection, health & safety and CPR and Medical Emergencies, including the use of the Defibrillator. Our next training session is booked for March.

FURTHER TRAINING & DEVELOPMENT DETAILS

CONE BEAM CT (CBCT) SCANNING MASTERCLASS WITH JIMMY MAKDISSI, CONSULTANT MAXILLOFACIAL RADIOLOGIST.

As intimated on the previous page, Continuing Professional Development is all important, and not only for Dentists. We are very proud to say that, along with Mark and Rob, our longest serving Nurse (20 years this year!), and Dental Implant co-ordinator Anthea Farr took part in a Master class in Cone Beam CT scanning.

As you may be aware from reading previous newsletters we have invested heavily in scanning technology over the past couple of years. Anthea immediately took on the role of radiographer and is responsible for taking scans of our own patients, as well as those referred to the practice by other Dentists.

In doing this Anthea has also made it possible to work with The Wye Valley Nuffield Hospital to scan patients for their new Maxillofacial Surgeon, Wing Commander Kevin MacMillan.

No prizes are being offered in the 'Spot the swots' competition!

