



**LONG STREET  
DENTAL**

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**Summer Newsletter 2013**

## Practice news

Since our last newsletter, all the changes and redecoration are now complete. Our practice now has a dedicated sterilisation suite on the second floor and is staffed by our technician, Jamie Gillett.

## Staff News

We are very happy to welcome back three members of staff; nurse Hannah Mason who has returned to us after her maternity leave; Emma Kaashoek (after 14 years bringing up her family) who is currently studying to re-qualify in dental nursing and to nurse Charlie Scott-Kelly after a four year gap. Jeanette Bell has joined our team of nursing staff and is a trainee nurse covering maternity leave. Congratulations to nurse Melissa Robson (and her husband Chris!) on the birth of their baby daughter Poppy. Congratulations also go to our Hygienist Elaine Willis for her heroic achievement in completing the London Marathon in 4hrs and 51 minutes. Melissa wishes her "marathon" was only 4hrs 51 minutes! Lastly congratulations go to nurse Sharon Devine on her civil partnership back in October 2012.

## Gordon Ramage

No doubt some of you will already be aware that Gordon Ramage has taken the decision to retire at the end of June. After 30 years of dedicated excellent service to his patients and colleagues at Long Street Dental, Gordon has decided to hang up his drill and enjoy a well deserved retirement with his wife Jo. We will all miss his expertise and thank him greatly for his leadership and hard work through the years. Gordon's existing partner Nicholas Flindall has now taken on the role as our Principal Dentist.

Gordon would like to take this opportunity at his retirement to thank all his patients for their loyal support and for the many cards and letters he has received.



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## We are delighted to welcome Dr Paul Silvester as our Associate Dentist to our practice.

Paul qualified in 2000 from Guy's Hospital, London and then successfully became a member of the Faculty of General Dental Practitioners of the Royal College of Surgeons in 2002. He then practised in Guildford until 2005 when he bought his own private practice in South West London.

In 2011 Paul and his family decided to move to the South West for a better quality of life and subsequently sold his practice. He enjoys all aspects of dentistry but has a particular interest in the cosmetic side, especially using the Invisalign clear brace system.

Paul is happily settled in Bath with his wife and two daughters and in his spare time is a big rugby union enthusiast.

## Health Issues

The cold sore (Herpes Simplex Virus 1) - this virus is very easily transmittable and is readily spread to other parts of the body, notably the eyes. As a result dental treatment other than emergency treatment should be avoided, particularly when the lesion is in the blistered or weeping early stages.

If you are due an appointment and you have a cold sore please ring us and our reception team will advise you accordingly.

## Denplan Care and Denplan Essentials

Denplan have two monthly payment plans, Denplan Care and Denplan Essentials. Both include the added benefit of worldwide insurance cover if you need temporary emergency dental treatment while you are away from home. Denplan Care helps pay for all your routine preventive and restorative dental care. Denplan Essentials pays for your routine examinations and hygienist appointments and includes a discount on our private fees for dental treatment. Please ask our receptionist if you would like more information about the payment plans. We are also able to send you Denplan literature or you can visit their website [www.denplan.co.uk](http://www.denplan.co.uk)

## Denplan Excel

Our continued dedication to clinical excellence is supported by our qualification as a Denplan Excel practice. You can be assured that every effort is made to ensure that your dental health is our priority.

## Ways to pay and budget

At Long Street Dental we provide you with a choice of how you pay for your dental treatment. You can either take up one of the dental payment plans we offer, pay each time you come by cash, cheque or credit card. Again, if you have any questions about your treatment and costs just ask us!

## Opening times

**Mon to Thurs:** 8.30am - 5.30pm

**Fri:** 8.30am - 5.00pm

**Closed for lunch:** 1.00pm - 2.00pm

## Appointments and emergencies

To cancel or re-arrange an appointment, please give us at least 48 hours notice so that we can allot the time to someone else. There may be a charge if the appointment cannot be re-allocated.

If you have a problem which requires emergency treatment, please contact the practice as early as possible so that we can try to see you on the same day. Outside normal practice hours, please listen to our answer phone message for further information.

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