



**LONG STREET  
DENTAL**

**Spring/Summer Newsletter 2015**

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We welcome you to our **Spring/Summer 2015 newsletter**, in which we will explain the NHS Friends and Family Test (FFT) and the hugely successful outcome of our Denplan survey.



### Friends and Family Test.

You may be aware that we have a NHS children's contact. As part of our contract with the NHS we are required to take part in the test.

The test is for all those (NHS children) who have used our practice to fill in a simple questionnaire after their visit. There is provision for children to fill it in or the parents/carers of children can complete it. There is also a space for you to write an answer to our question. The test starts from the 1st April, the results are then sent to the NHS and are also posted in our regular newsletters. You may also access the results in our newsletters via our web site [www.longstreetdental.co.uk](http://www.longstreetdental.co.uk). The test is not compulsory and your answers and comments are completely anonymous.



### Staff news

We are pleased to welcome back Hannah Bowsher after her maternity leave. We are also delighted to welcome our new dental nurse Kimberley Craft.

### Staff training

Decontamination and cross infection are subjects which we treat with the highest priority in this practice. Nicholas Flindall and our Senior Dental Nurse Deborah Amor-Revening recently attended a course in Bristol for an update on this subject.



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*At the heart of dental care*

## Thank you to everyone who recently took part in our patient survey. We received over 400 responses which was brilliant.

We take your comments and suggestions seriously and are pleased to be able to share with you some of the results within this newsletter.

### We were delighted that:

- **98%** of you rated the attitude of the dental team towards you as ideal and said that you felt you could trust us to always act in your best interests
- **Over 97%** of people asked felt that the practice cleanliness and hygiene was excellent
- **96%** said that we explain things clearly so that you understand your treatment and the options available to you

The vast majority of our results were statistically significantly higher than results received by other Denplan Excel practices across the country, which was great news. There were, however, some things that you felt we could do to improve.

- We do understand that the stairs can be difficult for those who have mobility issues. Please do speak to your dentist if you have any concerns and we will try our best to accommodate your needs. You may not be aware that appointments with our hygienist are available once a fortnight in the downstairs surgery – please let a member of the reception team know if this would help you
- Sometimes parking in Devizes can be difficult! The on-street parking outside the practice is for 2 hours, although we know the spaces are limited. The central car park is just 5 minutes from the practice so is the best place to park

### Please remember that:

- You are very welcome to bring your own MP3 player or headphones to your appointment so that you can enjoy the music of your choice in surgery. We know that Radio 2 doesn't suit everyone
- We offer appointments at 8:30am every morning and after 5pm Monday to Thursday. Please speak to the reception team about early or late appointments

What surprised us the most from the survey was that our Denplan patients perceive the value of their care to be much higher than our pay-as-you-go patients. Denplan is a great way to spread the cost of your care at our practice – giving you peace of mind that you're not going to receive unexpected big bills for treatment you weren't expecting. The table below gives you more information about Denplan and an indication of our current fees for treatment. For more information about Denplan, please speak to any member of the Long Street team.

**If you did not have a chance to take part in the survey but would like to give us feedback of your own, don't worry; we are still listening. We would still like to improve what we do and so welcome your suggestions at any time. Please speak to Helen Dolman, our Practice Manager, or your dentist.**

	Denplan Care	Private fees
Regular examinations	Included	£64.90
Hygienist appointment	Included	£57.90
Tooth coloured fillings from	Included	£137.00
Tooth extraction from	Included	£91.35
Root canal treatment from	Included	£370.00
Crowns from	Lab fee cost only	£500.00
Bridgework (per unit) from	Lab fee cost only	£500.00
Complete dentures (per set) from	Lab fee cost only	£700.00
Worldwide dental injury and dental emergency cover (Supplementary Insurance). Terms and conditions apply	Included	Not available
Out of hours emergency call out fee	Included	£140.00

## Opening times

**Monday to Thursday:**  
8.30am - 5.30pm

**Friday:**  
8.30am - 5.00pm

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

## Out-of-hours emergency cover

We are part of an emergency dental call-out team. If you have a dental emergency, Denplan and private patients should ring 07623 946093 up to 6.30 pm weekdays and 9.00am – 4.30pm weekends and public holidays. This number is covered on a rota system shared by dentists in Devizes, Trowbridge and Bradford on Avon. Please be prepared to travel to the practice surgery which is on the rota at the time of your call.

For NHS children you should call the new telephone number which is 111. Denplan patients also have the additional option of calling the Denplan emergency helpline whose number is 0800 844999.

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