

Welcome to our Winter Newsletter. With the festive season almost upon us we would like to take this opportunity to wish you and your families a wonderful Christmas and a Happy New Year. Thank you for your continued support and we look forward to seeing you in 2020!

## Introducing our newest team members

Welcome to Dental Nurse Katie and Trainee Dental Nurses Chloe, Ellie and Amelia.



KATIE



ELLIE



CHLOE



AMELIA



**Christmas Opening Hours**

Monday 23rd	8.30am - 5pm
Christmas Eve	8.30am - 12 noon
Christmas Day	CLOSED
Boxing Day	CLOSED
Friday 27th	9am - 1.30pm
Monday 30th	9am - 1.30pm
New Years Eve	9am - 1.30pm
New Years Day	CLOSED

For urgent dental care outside of these hours please call the practice and follow the instructions on our answer phone message



Remember that February is 'Flossuary' - the month where we challenge you to clean between your teeth for 28 consecutive days.

Studies have shown that good oral hygiene reduces your risk of tooth loss and more serious conditions such as diabetes, heart disease and even Alzheimer's.

Pick up a Flossuary pack from your dentist or reception this January. It includes instructions, a trouble shooting guide and a few free samples. If you need help, pop into the practice and one of our hygienists will be able to advise.



## NHS Exemption Checker

If you are an NHS patient at the practice and are unsure as to whether you have to pay the NHS charges for your treatment there is an online exemption checker that you can use: <https://services.nhsbsa.nhs.uk/check-my-nhs-exemption/start>

If you incorrectly claim free or reduced cost dental treatment, you're at risk of getting a Penalty Charge Notice. You are only entitled to claim free dental treatment if you are:

- Under 18 years old
- Aged 18 and in full time education
- On certain benefits (not all benefits count so check which benefit you get before you tick and sign the back of the orange NHS form)
- Have a valid HC2, NHS Tax Credit Exemption Certificate
- Pregnant or have given birth in the last 12 months




**Over 428,000** people received a penalty charge notice after claiming free dental care last year.

**£100** penalty charge

Don't assume you're entitled. Check at [www.nhsbsa.nhs.uk/free-dental](http://www.nhsbsa.nhs.uk/free-dental)

# New Year, New Smile, New You

There's never a better time to start afresh than in the New Year. If your trips to see us have waned in the past year or so, now's the time to get your dental healthcare back on track. Prevention is better than cure!

For those patients looking for a smile makeover, the New Year is the perfect time to start that journey. If there is anything about your smile that you would like to change, let us know. As well as general dentistry we provide a wide range of cosmetic treatments.

## COMPOSITE BONDING



Composite Bonding and Direct Veneers to the 4 front upper teeth.

Treatment Time: 1 hour

Cost: £460

## TEETH STRAIGHTENING



Quick Straight Teeth virtually invisible fixed braces to upper and lower teeth.

Treatment Time: 8 months

Cost: £2,400

## DENTAL IMPLANT



Single Dental Implant to replace missing front tooth

Treatment Time: 3 months

Cost: £2,200

## COSMETIC CROWNS



Old porcelain bonded to metal crowns replaced with Emax ceramic crowns

Treatment Time: 2 appointments, 2 weeks apart

Cost: £970

## WAS NOT BROUGHT—SAFEGUARDING CHILDREN

Parents and guardians are responsible for bringing children to their dental appointments. Where previously, we would have recorded a missed appointment as "Did Not Attend," we are now required to record missed appointments as "Was Not Brought."

This reflects the idea that children do not have the means to attend their appointments without their parent or carer bringing them, and when appointments are consistently missed without genuine reason, it could be a sign of more serious issues, potentially even abuse and neglect.

Therefore starting in the New Year, if a child is not brought to an appointment we need to document it, and follow the guidelines set out by the British Dental Association. We will contact you to rearrange and ask if there was any specific reason the child was not brought. We will also monitor whether this next appointment is attended. For the benefit of safeguarding children we are required to share information about missed appointments and repeated cancellations with the appropriate authorities. We wanted to make you aware of the regulations we are now following for safeguarding children and appreciate your understanding on this matter.



We are looking into ways to reduce single use plastic within the practice and in our home dental care routine.



We now stock eco-friendly toothbrushes and our hygienists are currently trialling bamboo interdental brushes. These both have a biodegradable and sustainably sourced bamboo handle.

We still recommend an electric toothbrush as the best option for your oral health but are aware that some patients are asking for more environmentally friendly options.

## Stratford Car Park—Please Park Considerately

The car park behind the practice is only small and whilst currently made available for patients, on busy days there are not enough spaces for everyone.

If a space isn't available we ask that you drive on to one of the public car parks which are less than a 5 minute walk away. We are receiving complaints that patients are parking on the private driveway, which is prohibited, and also our reception team are regularly taking the brunt of frustrations from patients who can't park and are either sitting in cars waiting for a space to become available, blocking other patients in or using the disabled space.

It is important that we ensure we leave spaces for our disabled patients and that the private drive is kept clear for our neighbours. We are currently monitoring the parking situation and if we continue to have issues in the New Year we may decide that the car park will become disabled parking only.

Many thanks for your cooperation and understanding.

Follow us on:



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