

# NEWSLETTER

## WINTER 2010

We are getting towards the end of 2010 and want to use this opportunity to thank you for your excellent support to the practice. We strive to give you a service you deserve and also emergency cover that compares with the best in England. 2011 will see some significant changes to the way dental practices have to run. We have been planning for these changes over the last few years so you should not see much of a change to our service.

The first change is the establishment of the Care Quality Commission (CQC) which takes over responsibility for the registration of all health and adult social care providers in England. The aim is to ensure that all patients receive a common standard of care which meets essential levels of quality and safety. From April 2011 the CQC will be responsible for the registration and overseeing of all dental practices in England. This is the establishment of yet another Quango. We are already regulated by the General Dental Council, Denplan and The Primary Care Trust who do regular full day assessments within the practice. The CQC is duplicating what other organisations are doing and will cost thousands of pounds to practices and is absolutely unnecessary especially within the economic climate that we have at present.

The second big change is that new Infection Control guidance has been issued by the government for all Dental Practices. At present we have a Decontamination Unit but unfortunately it will not be large enough and we will need to build a new one. The reason it needs to be bigger is the changes in the procedures for sterilisation. The practice will have to introduce two washer/disinfectors (like dishwashers) to be used on all instruments before they are sterilized and new vacuum sterilizers. Storage of instruments outside the surgery will be mandatory. This will also mean an additional staff member to operate it. We are keeping the new Decontamination Unit within the main framework of the building as this way it will not affect the running of the practice and we can ensure we keep our service open to you at all times. It will however mean building an extension to the back of the practice and moving our staff room to this area. The cost of the new Decontamination Unit and extension will be in the region of £80,000.



We understand that financially times are difficult. If anyone of you or your families have financial problems due to the recession we would be happy to see if we can help reduce your Denplan fees by changing from full cover (Denplan Care) to the maintenance only (Denplan Essentials) Please ask reception for advice.

**New Team Member:** We have a new dental nurse Emma, who has started her dental nurse course in September 2010. She will be trained into the new position for the running of the Decontamination Unit. You will find her picture on our website, [www.cowplainedentalpractice.com](http://www.cowplainedentalpractice.com) Please visit our improved website which you can also use to communicate with the practice and get lots of information.

If you have an emergency out of hours please ring the practice on 02392 252003 and the answer-machine will advise which dentist is covering. It may not always be your registered dentist on call. The call out fee for those not on Denplan is £95. Denplan patients are covered under their insurance.

**Reminder messages:** Please remember this is a courtesy service and it still up to you to make sure you attend. If you feel you do not need this service please let us know at your next visit to the practice.

**We wish you all a very Happy Christmas Season and a healthy 2011**

**Arrangements for the Christmas Break:**

**December 29<sup>th</sup>, 30<sup>th</sup> & 31<sup>st</sup> open for emergencies only between 9 and 10.30am (please call for an appointment)**

**Outside these hours please ring the surgery on: 023 9225 2003  
Dr Robert Brown covering emergencies**