



Welcome....

In this issue, **Smiling Matters** concentrates on two important areas, **1 - you, the patient** and **2 - our dental team**. Both of these areas are so important to us and the happiness of everyone that enters our practice is paramount. The growth of our practice is built on reputation, so we hope you enjoy our newsletter and visiting our practice - we are happy for you to spread the word.



Thank You...

We would like to take this opportunity to thank all those patients that take the time to send in lovely cards and letters thanking us for the treatments they receive. It is always a pleasure to know that the work we do is so appreciated and makes a difference to our patients.



Improved Services

We are delighted to introduce **Simon Moore**, who will be joining the Lander Dental Group on 30th June 2008.

Simon qualified in 1983 from Birmingham Dental School. He also has extended training in periodontal treatment, cosmetic dentistry and facial aesthetics alongside the regular updates in general dentistry. Simon has been a partner at "The Dental Practice" in Cheltenham since June 1986. Simon's interests outside of the Dental profession include cycling, swimming, vehicle maintenance and general DIY. He is also an off-road 4x4 ALRC competitor and a part time instructor in the under-17-car-club, teaching 11-17 year olds how to drive. Simon is married to Debbie, they have two boys, aged 6 and 9. We hope Simon and his family will be very happy in Truro.

To welcome Simon to our practice we are giving a **10% DISCOUNT** on all new patient dental health checks to all friends and family of our existing patients who see Simon. Offer ends 31st December 2008. For an appointment with Simon please call Barbara or Helen on 01872 272777.



Nepal

We would like to thank all the people that have donated money to Mark Pimble's charity trip to Nepal, booked for April 2008. Unfortunately due to a local election in Nepal, Mark and the team have had their medical visas declined, due to the area being unsafe. The trip will be re-scheduled for October 2008.

We thank you again for your support.



What a Team!

Welcome back Karla Thompson, Karla will be returning to join our support team as a qualified dental nurse. Karla also works part time as a nvq dental nurse assessor. James Tucker is our new book-keeper, working on Monday and Thursday mornings. James' life ambition is to reduce his carbon footprint.



Smile...

A smile is a universal expression of happiness and recognised as such by all cultures



We have listened to our patients and have responded to your requests

You have told us that:

- You would like less waiting time for hygiene appointments.
- To have Friday appointments.
- Less waiting time between courses of treatments.
- Better reading material in the waiting room.

So we have listened and acted by implementing:

- ✓ Increased hygiene availability by adding an extra 2.5 days per week
- ✓ Opening 5 days a week 8.15am to 4.30pm from July 2008.
- ✓ Because we have increased our working week and introduced a new dentist we are aiming to cut waiting times.
- ✓ We now have the Daily Mail, Telegraph, Times and an extensive range of glossy magazines.



Barbara Goes Stateside

Barbara has been to New York on a five day trip, courtesy of Nick and Mark. Barbara has been the receptionist at 3 Upper Lemon Villas for 35 years, Mark and Nick wanted to show Barbara their appreciation for all she has done for the group. Barbara had arranged the trip with four of her friends that were celebrating their 40th birthdays and invited Barbara to join them. On Barbara's birthday in October, Mark and Nick took the team out for lunch and surprised Barbara with a cheque for £1000 to cover her trip and spending money. Barbara had a fantastic time and is planning her next trip in another 35 years time!



Tooth Whitening Increase Since Smoking Ban

There has been a 12% increase in tooth whitening treatments since the start of the smoking ban. Figures, published in *Which?* magazine suggest that there has been a surge in the number of people seeking cosmetic dental treatments since smoking in pubs and clubs was made illegal. If you would like to brighten, whiten or freshen your mouth and teeth, talk to us - we can help.