



The Mouth ORGAN

The Houston Group of Dental Practices Patient Newsletter

Autumn/Winter 2016

Morning 'Star'

In June a magazine publishing house which has grown to have the largest stable of dental titles in Europe marked its' 20th. Anniversary by hosting a post-graduate education event of unprecedented status in central London.

Within a packed timetable, 16 Dental Surgeons (Including our own Mr. Houston) from around the world who were considered to have had the greatest influence upon British dentistry through the last two decades lectured to a cosmopolitan audience of over 800 clinicians.

The format offered the delegates the choice of two lecture theatres which ran simultaneously. Mr. Houston was timetabled against an Italian dentist who is generally considered Europe's leading exponent of tooth coloured fillings.

Naturally, under such circumstances Mr. Houston was assigned the smaller of the two lecture theatres which only offered 200 seats for an audience. He was very flattered to find that it was a case of "standing room only" during his presentation with MP's and leading figures from within the dental industry attending his lecture.

The event was considered a great success and is to be held again next year.

A "spin-off" event for a British audience is planned for March 2017 and Mr. Houston has been booked as one of the headline speakers.



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PRACTICE NEWS

White Cross 'Code'

As part of our on-going expansion plans, we are very pleased to announce the acquisition of the Whitecross Road Dental Practice formerly owned by the renowned local dentist, Dr. Neil Chapman.

The practice has been a well-known and respected fixture within the town in its' current location for over 25 years. However, in common with all of the Weston-super-Mare based dental surgeries we have assimilated into our Group in recent years, it is increasingly difficult to meet all current regulations and protocols working within such converted residential or commercial properties.

Consequently, in due course we will close the facility and transfer the care of all the patients to our main Milton Road site.

Their respective patients will be reassured to learn that Dr. Chapman and his Dental Hygienist Mrs. Kate Bradford will remain in-post and we are delighted to welcome them to our team of clinicians. The familiar faces of Dr. Chapman's long-serving support staff Toni, Sharon and Jo will all continue to welcome former Whitecross Road patients to their new location as from Christmas in the building which currently houses our dental laboratory.

We sincerely hope that all of the new patients we will now warmly welcome to Milton Road will appreciate the benefits afforded by attending our purpose-built, fully best-practice compliant facility.

Recorded delivery

During early 2016 two of our nursing staff became proud mothers again.

As such, it is hearty congratulations to Mrs. Sarah Howell who had Dylan a brother for Elliott and Mrs. Ernesta Maynard who gave birth to a baby boy whom she has called Lukas.

All Aboard!

Our recent expansion has necessitated the recruitment of a number of new support staff whom we are delighted to welcome to our team.

We have pleasure in introducing these ladies to our patients and hope that they enjoy the varied challenges of their new roles:

Miss Kayleigh Bagshaw an experienced and qualified Nurse based in Clevedon

Miss Sophie Biddle a qualified Dental Nurse based in Weston

Miss Melissa Bissett a qualified Dental Nurse based in Weston

Miss Abigail Cockerill a qualified Dental Nurse based in Weston

Miss Emma Farley an experienced and qualified Dental Nurse returning to work with us after a maternity break who will be based in Clevedon

Miss Noemi Frank an experienced and qualified Dental Nurse at Ham Green

Miss Holly Hurford an experienced Dental Hygienist who will work in Nailsea.

Ms. Jayne Jones a very experienced Practice Manager relocating to Weston

Mrs. Rosemary Keedwell-Burnett a highly qualified Nurse and Deputy Practice Manager working between Clevedon and Ham Green

Miss Sophie Long a Trainee Nurse to work across the whole Group

Miss Zoe Lynch a qualified Dental Nurse to be primarily Weston based

Miss Lisa Martin a qualified Dental Nurse for the Weston practice

Miss Paige Snelling a new receptionist primarily for the Weston practice.

Miss Georgia Wood a Trainee Nurse to work across the whole Group

Management Issues

We offer our sincere congratulations to Mrs. Emma Edwards, Mrs. Fay Edwards and Miss Rachel Lomax who all recently gained the prestigious Diploma in Dental Practice Management after a year-long course of intensive study.

Their achievements were matched by Mrs. Lynda Karlsson who achieved a Certificate in Dental Practice Management.

Well done ladies! – you should be rightly proud of your new qualifications.

PRACTICE NEWS

Laboratory Experimental Difficulties

As observant patients attending our Weston-super-Mare practice will have doubtless noted the building works on our new dental laboratory on the former used car showroom site adjacent to Ashcombe Park are progressing very slowly.

We have encountered multiple Planning Permission issues which have caused us to have to submit a second Application leading to a three month delay in the Council reaching a decision.

This extended timescale has been linked to technical difficulties caused by sections of the sites' foundations being unsuitable for the size of building we wish to create. This has necessitated a redesign of the intended facility.

In addition, a surprising and unforeseen lack of raw materials caused by bulk pre-ordering of breeze blocks by Britain's major house builders has created delays as suppliers have struggled to deliver our orders to site on time.

Cumulatively, these multiple issues are being overcome, albeit slowly and we sincerely hope to complete the project before Christmas.

(Please just do not ask which Christmas!)

We greatly appreciate the patience of our laboratory technician colleagues who still await their much needed new enlarged premises. – Better late than never team!

Examination Date

A number of our Trainee Dental Nurses will face a diet of examinations in late 2016 as they attempt to pass their Diplomas in Dental Nursing following their 18 months of study under the guidance of our in-house tutors, Mrs. Lizzie Barrett and Mrs. Suzy Threadgold.

We wish each of Mrs. Claire Lukins, Miss Tatenda Manyakaidze, Mrs Ernesta Maynard, Miss Chloe Perry, Miss Madison Thomas and Miss Nicole Whitehouse "good luck" and hope that their hard work and study pays dividends.

Insider Dealings

Last year a new Awards event debuted to recognise the efforts of and contribution from the dental trade in supporting the profession as a whole.

A leading conference hosting company sponsored the concept to ensure neutrality and the avoidance of vested interests in the Judging Panel's decision making process.

The initial, relatively low-key ceremony for 250 guests held at a London hotel was considered to be a great success and was well-received across the trade and suppliers. Consequently, an enlarged and expanded, high-profile lunchtime ceremony is being held in London again this year.

Mr. Houston has accepted the organiser's invitation to reprise his role as the Chief Judge and Compere in order to acknowledge the invaluable contribution made to British dentistry by the wider supporting industries.

Oscar Bravo

In December, Mr. Houston will reprise his role as the Chief Judge and Compere of the Private Dentistry Awards for the sixteenth year in succession.

This flagship event is the highlight of the dental calendar in the UK & Ireland and is regarded as the "Oscars" of dentistry. Each year a glittering, black-tie ceremony is hosted at a leading 5* London hotel for a crowd of over 750.

The winners of each of the 20 Awards are announced after a festive dinner which is the centrepiece of a day long event which commences with a cocktail reception and concludes with music and dancing, making it the perfect Christmas party for all of those attending.

Given his lack of "movie star looks" the organisers now provide Mr. Houston with a very glamorous co-host with more audience appeal!

Welcome Back

Patients of our Grendon Lodge branch practice in Clevedon will be pleased to learn that Dr. Neelum Beake has returned in August from her two consecutive maternity leave absences.

Understandably, Dr. Beake has not felt it possible to return to clinical duties in a full-time capacity due to her role as a Mother.

Consequently, her new working arrangements ensure her availability to patients three days a week, Monday to Wednesday.

It will be a pleasure to welcome Dr. Beake back after two years away from the team. We hope that she quickly settles back into the routine of practice.

PRACTICE NEWS

Foundations Laid

Each year we work with the South West Dental Deanery to assist a number of recently qualified dental surgeons gain initial experience of general practice in what are described as “Foundation Training” roles.

On occasion, we are sufficiently impressed by the potential of these graduates that we seek to retain their professional services on behalf of our patients.

This year, in an unprecedented development we have offered two such dentists permanent full-time posts within the Group due to their attitude and application during their foundation year with us.

Thus, Dr. Amy Sneyd will take up a position in Weston-super-Mare and Dr. Teyfica Bicak will work at both the Clevedon and Ham Green practices as from September.

Welcome to the team ladies and “good luck” for this next stage of your careers.

Panel Beater

On Saturday 8th October, Mr. Houston will appear as a member of a four-person Panel at the British Dental Industry Associations’ “Dental Showcase” conference at the ExCel Centre in London.

The “Question Time” like event is being sponsored by the “Practice Plan” private dental insurance provider whom we utilise to assist the practice in providing payment plans for our private patients.

The four Panel Members are well-known figures within the profession who have all previously met annually in Birmingham over the last three years in private session to review the reaction of Dental Surgeons across England to the Governments current NHS Dental Contract.

Since the inception of the NHS Contract in 2006, it has been a contentious and often divisive working arrangement which has unfortunately caused many practices to reduce or cease their involvement with the provision of NHS care.

(Very regrettably, to a point whereby a current survey has recorded a response level of 97% of Dental Surgeons who fear for the future of sufficient and appropriate levels of NHS dentistry to meet patients needs under the on-going terms and conditions of this Government Contract.)

The format of the day will allow an audience of dental professionals to ask the Panel for insights, advice and guidance as to how they can remain within the NHS system and continue to meet patients expectations for 21st. Century levels of care utilising reducing Government funding and within an as yet unknown but altered NHS Contract.

Some of the Panel members are well-known for their outspoken views and consequently the debate may be rather lively.

(Mr. Houston is taking his flack-jacket just in case!)

Staying On

Our patients at Grendon Lodge have been extremely fortunate to benefit from the professional services of Dr. Kiran Naik who provided locum cover for the duration of Dr. Beake’s absence.

We have become aware of how popular and well-respected he has become over the course of the last two years.

As such, we are delighted that he has generously agreed to remain with the practice and will work in Clevedon on Thursday and Friday each week. For the remaining days of the week he will take up a post at our Ham Green practice. We are fortunate to have secured his on- going commitment to the Group and feel certain that he will be an asset to both practices.

All Change

As mentioned elsewhere, the Foundation Dentist posts last for 12 months. The year-end coincides with the academic calendar so that our new colleagues commence work in September.

This year, Dr. Ceri Houston and Dr. John Cantwell will reprise their respective Trainer roles in Weston-super-Mare.

Dr. Richard Ford and Dr. Neelum Beake will jointly fulfil the same duties in Clevedon and in a new development for the Group, after a highly competitive and rigorous selection process, Dr. Joanne Russ has been appointed as a new Foundation Trainer at our Nailsea practice.

Our patients will now receive care from four new enthusiastic and keen dental surgeons who have qualified from dental schools across the UK. We extend a warm welcome to: Dr. Chantal Burgess and Dr. Jason Mallon in Weston-super-Mare, Dr. Paul Gaisford in Clevedon and Dr. Ali Malik in Nailsea.

We hope that your year with us proves to be of benefit to your career progression.



Freshly brewed speciality coffee now available
Coffee shop located near main reception in Weston-super-Mare

	12oz cup
Espresso A traditional Italian short, strong black coffee	£1.50
Americano A shot of espresso added to hot water to create a long black coffee	£1.80
Cappuccino Rich espresso combined with a small amount of steamed milk and then topped with a cloud of velvety foamed milk	£2.10
Latte A mixture of espresso and steamed milk crowned with a smooth layer of foamed milk	£2.10
Hot Chocolate Steamed milk & luxury chocolate mixed together to produce a rich creamy experience	£2.10
Mocha Espresso coffee mixed with chocolate, topped with steamed and frothed milk. Finished off with a sprinkling of chocolate	£2.10
Flat White A small, strong white coffee, made with espresso and topped with very creamy milk	£2.10

All of the above drinks can also be served decaffeinated

Please place your order at any reception desk or in the cafe & our staff will bring your beverage to you.

PRACTICE NEWS

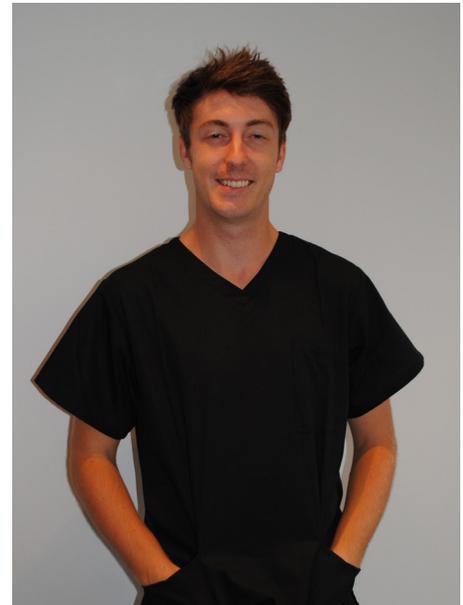
Introducing...

Dr. Chantal Burgess: Dr. Burgess is a local lady from Nailsea who is familiar to our patients from her numerous locum periods over the last few years as a popular and very professional locum Dental Hygienist during her holidays from University in Lancashire. She is assigned to Dr. Houston.

Dr. Paul Gaisford: Following a change of career pathway, Dr. Gaisford's arrival as a new colleague will prove to be an "arresting" development in Clevedon. (He is a former Metropolitan Policeman.) We "suspect" that his patients will be very well-behaved! It is a case of "allo, allo, allo" to Dr. Gaisford who qualified from Kings College in London.

Dr. Ali Malik: Dr. Malik will join our practice team in Nailsea as our first ever Foundation colleague at this branch practice. Although a native of London he qualified from Bristol University and was keen to stay in the West Country. We hope that he enjoys the benefits of the newly constructed surgery he will occupy.

Dr. Jason Mallon: Dr. Mallon will be assigned to Dr. Cantwell in Weston-super-Mare. A native of Northern Ireland he studied at Bristol University. We feel certain that his distinctive brogue and polite manner will quickly endear him to his new patients. Dr. Mallon will benefit from the support of our longest-serving and award-winning Nurse, Ellen.



Above: Dr. Jason Mallon

Far left: Dr. Paul Gaisford, left: Dr. Ali Malik

Below: Dr Chantal Burgess.



N-A-I-L-S-E-A expansion

Our long-suffering staff members at the Nailsea branch practice have kindly and patiently worked around "builders in residence" during the summer months.

We have been very grateful for both their patience and the flexibility of our patients who have cheerfully tolerated the sound

of rather larger drills than usual whilst our extension has been constructed.

Due to patient demand we have added an extra surgery to triple the appointment availability from when we acquired the practice in April 2015.

The additional surgery will be fully operational as from September and will accommodate a new full-time dentist.

We hope that the residents of Nailsea will now appreciate the shorter waiting lists for treatment and enjoy the improved availability of appointments.



Do you wish there was an alternative to your removable dentures?

Well now there is...

Somerset Dental Implant Centre is now able to offer a full set of "fixed in" teeth supported by four dental implants.

This technique, often known as teeth in a day, replaces your existing full upper or lower dentures with a set of fully fixed in teeth on the same day as your implants are fitted.

This means that you leave the practice with a fantastic smile and the confidence that only a non – removable set of teeth provides.

Am I suitable for this treatment?

The majority of patients can be treated using this exciting new option.

As all cases tend to be unique, an initial consultation will be required prior to a final decision.

Please ask a member of staff if you would like to arrange a free of charge consultation with an implant team clinician.



Do you suffer from any of the following?

- Loose ill fitting dentures?
- Sore gums from rubbing dentures?
- Food trapping under dentures?
- Lispings?
- Embarrassing Denture Movement?



How does this treatment work?

THE TREATMENT PROCESS:

- Impressions are taken of your mouth and sent to the laboratory for diagnostic and planning purposes.
- A try-in version of the new teeth is assessed. (Similar to a denture try-in).
- The implants are placed during a morning appointment. (Sedation is available for nervous patients)
- The new fixed in teeth are fitted the same day, (usually one hour after the implants are placed)
- You leave the practice with a fully fixed in set of teeth.

Please ask a member of staff for a no obligation consultation



THE HOUSTON GROUP

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75 Macrae Road | Eden Business Park | Ham Green | Bristol BS20 0DD | 01275 373497
22 St Johns Road | Clevedon | North Somerset BS21 7TG | 01275 342183
12 Clevedon Road | Nailsea | Bristol BS48 1EH | 01275 866359
www.houstondentists.co.uk

Dental Treatment under IV Sedation

Intravenous Sedation is used for patients who have anxieties regarding dental treatment, or those who suffer with a pronounced gag reflex, which prevents them accessing dental care.

What Intra Venous Sedation involves:

Intra Venous Sedation involves the insertion of a small plastic tube into a vein in the back of your hand or arm. This enables the administration of a drug called 'Midazolam' into your veins.

The properties of this drug:

It will relax you and relieve your dental anxiety, you will feel drowsy but will remain awake throughout the procedure.

In most cases it removes any gag reflex you may suffer which prevents you having dental treatment.

It can give you a degree of amnesia/forgetfulness. You are unlikely to recall the details of the dental appointment.

Important things to note:

- You must not eat or drink for two hours prior to the time of your dental appointment on the day of your treatment. However, you should continue to take your medicines as normal.
- You are required to be brought to your appointment in a car and then taken home in a car. (Not public transport.)
- You need to be escorted to the appointment by a responsible adult. Your escort must remain on the premises whilst you are having your appointment which may last 1.5 -2 hours.
- You have to be supervised for the remainder of the day and overnight by a responsible adult.
- Only patients over 16 years of age are suitable for treatment with Intra venous sedation.
- There are certain medical conditions that may mean we are unable to provide sedation for you.
- We cannot provide Intra Venous sedation if your body mass index is over 40.
- The treatment is provided at our Weston-super-Mare practice.

If you would like more information or would like to book an assessment appointment please contact a member of our Reception staff.

THE STAFF

Partners:

Dr. David A. Houston B.D.S.
Dr. Ceri Houston B.D.S.

Lead Clinician:

Dr. Steven J. Hinchliffe B.D.S., Dip. Implant Dentistry
(U. Bristol)

Senior Associate:

Dr. Alastair J. Cruse B.D.S., L.D.S., R.C.S.

Associates:

Dr. David Ashcroft B.D.S.
Dr. Neelum Beake B.D.S., M.F.D.S.
Dr. Teyfika Bicak M.D.Dr.
Dr John Cantwell B.D.S.
Dr. Neil Chapman B.D.S.
Dr. Niamh Coffey B.D.S., M.J.D.F.
Dr. Laura Dennington B.D.S. (Hons)
Dr. Beverley Dewey L.D.S, R.C.S., D.P.D.S.
Dr. Emily Douglas B.D.S.
Dr. Richard Ford B.D.S.
Dr. Jamie Godsell B.Sc., B.D.S.
Dr. Michael Gregory B.D.S.
Dr. Samir Guatama B.D.S.
Dr. Steven Ho B.D.S.
Dr. Katherine Holt B.D.S.
Dr. Lisa M. M. Law B.D.S.
Dr. Susan Manasses B.D.S.
Dr. James Morrison B.D.S.
Dr Kiran Naik B.Ch.D.,M.F.G.D.P (UK)
Dr. Grant Newman B.Sc. (Hons), B.D.S.
Dr. Sarah Richardson B.D.S., D.P.D.S.
Dr. James Rocha B.D.S., Dip. Endo (UCL)
Dr. Joanne Russ B.D.S.
Dr. Julian Sharples B.D.S.
Dr. Robert Snelling B.D.S.
Dr. Amy Sneyd B.D.S.
Dr. Hannah Sumbly B.D.S, M.J.D.F.
Dr. Hemal Vadher B.D.S., M.J.D.F.

Visiting Specialists:

Dr. Sajina K. Ananth B.D.S., F.D.S.R.C.S. (London)
M.B.B.Ch (Wales)
Dr. Sankar Ananth B.D.S, D.F.O.(U.Herts), M.F.D.S.,
R.C.S. (Eng.) M.B.B.Ch (Wales), M.R.C.S., F.R.C.S
(OMFS)
Mr. Jagtar Dhanda M.B.B.S. (Lon), B.D.S., B.Sc (Hons),
M.F.D.S.R.C.S (Eng), M.R.C.S. (Eng), F.R.C.S. (OMFS),
Ph.D.
Dr. Paul Begley B.D.S., F.R.D., R.C.P.S, M.Sc.

Foundation Dentists:

Dr. Chantal Burgess B.Sc (Hons), B.D.S. (Hons)
Dr. Paul Gaisford B.Sc (Hons), B.D.S.
Dr. Ali Malik B.D.S.
Dr. Jason Mallon B.D.S.

Hygienists:

Miss Lucy Doane E.D.H., Dip. DH. & Therapy
Miss Gillian Foster E.D.H., Dip. DH.
Mrs. Lynne Frewin E.D.H., Dip.DH.
Miss Jolene Hudson E.D.H., Dip.DH.
Mrs. Rebecca Hunt E.D.H., Dip.DH & Therapy.
Miss Holly Hurford E.D.H., Dip. DH.
Mrs Andrea L. Jeffrey E.D.H., Dip. DH.
Miss Emma Oldfield E.D.H., Dip. DH.
Miss Gemma Portis E.D.H., Dip. DH.
Miss Kelly Redford E.D.H., Dip. DH.
Mrs. Hayley Skuse E.D.H., Dip.DH.
Mrs Suzanne Threadgold E.D.H., Dip.DH. & Therapy, MSc.



Weston Dental Referral Centre

Smile & Face*

Body & Face*



Somerset Dental Implants