



The Mouth ORGAN

The Houston Dental Practice Patient Newsletter

Spring 2013

Harley Street Comes to Milton Road



We are very pleased to announce the opening of our stunning new Cosmetic Dentistry and Aesthetic Medicine facility 'Smile & Face @ Houston's' situated within our new building located at 172 Milton Road.

This new 5* state of the art clinic will combine the cosmetic dentistry that we have become known for together with the facial rejuvenation treatments such as Botox, dermal fillers, skin peels and DermaRoller procedures that Mr. Houston has been providing for many years.

Additionally, this building provides us with the space to provide exciting new treatments as adjuncts to these long established procedures which have become such a core element of our care provision.

As such, we have invested in a hospital grade Alexandrite Laser from the world leading manufacturer Lynton Lasers. This superb piece of equipment will allow us to provide high quality and predictable treatments for hair removal, skin rejuvenation, skin pigmentation removal and red vein reduction.

Mr. Houston and three of our support staff: Emma, Erin and Jane have all been trained in the use of this new item of equipment. For patient convenience this will ensure that the machine can be accessed six days a week. However, in order to make best use of the Laser and to provide the most advanced treatments we are pleased to announce that we have recruited two renowned Doctors whom we have worked with for many years who have advanced training in laser medicine to provide the more specialised items of treatment.



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PRACTICE NEWS

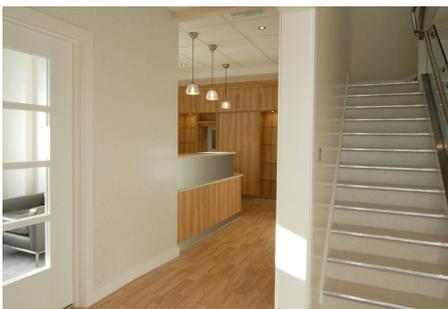
(cont'd from front cover)

The husband and wife team of Dr. Ananth and Dr. Chandran will be available to treat our patients on Saturdays (And possibly one weekday.) when they do not have their hospital commitments in Cardiff, where they are based.

In addition, Dr. Ananth who is completing his 12 year training cycle during 2013 to become a Consultant Maxillo-Facial Surgeon, specialising in head and neck surgery will be offering certain minor Cosmetic Surgery procedures to our patients within the new facility.

This exciting new clinic has been branded 'Body & Face @ Houston's'. If any patient would like a tour of the facility or wishes to arrange a free, no obligation consultation please do not hesitate to approach a member of staff who will be pleased to be of assistance.

(For the specific information of his patients, Mr. Houston will now be permanently based in this new building which has its own car park for their use at the rear of the property, accessed off Shaftesbury Road.)



Somerset Dental Implant Centre

As a consequence of Mr. Houston's move to 172 Milton Road his previous building at 162 Milton Road will now become our new specialist and dedicated dental implant centre. Our two resident clinicians specialising in implant treatments, Dr. Steven Hinchliffe and Mr. Jagtar Dhanda have been gaining considerable renown within the dental profession for their excellent care and outstanding levels of success in the provision of this increasing popular item of treatment.

As such, the demand for their services has placed considerable strain on the clinical space within their previous location inside our WADC building at 160 Milton Road. Consequently, we have redesigned 162 Milton Road to suit their requirements and will shortly open it as the newly rebranded 'Somerset Dental Implant Centre@ Houston's'. This stylish and impressive new facility will set new standards for UK clinics and will allow Dr. Hinchliffe to have a surgery on the first floor for both implant and general dental care and will provide an operating theatre suite on the ground floor for dedicated implant procedures.

This clinic will be linked to our in-house lecture theatre by means of video facilities such that an audience may watch the operations remotely. Since both Dr. Hinchliffe and Mr. Dhanda are becoming sought after speakers and teachers in their chosen field this will allow them closer ties with their students and improved facilities for the commercial companies for whom they provide teaching courses.

We hope that both they and their patients will benefit from the additional space and enjoy the high quality facilities. We are very grateful for the increasing kudos their growing reputations bestow upon the practice.

Role Over

We have long-boasted a very skilful, experienced and well-respected clinician amongst our ranks who was something of an "unsung" talent.

Our colleague Dr. Noushad Rahim joined us over five years ago from a teaching post in the UAE where he had established a considerable reputation for his knowledge and was in very successful specialist private practice. We had utilised him in a primarily general practice role previously but have now established him as our resident practitioner with 'Specialist Interest in Endodontics' (Root treatments) which is his area of particular experience.

His growing reputation and expertise is becoming increasingly acknowledged both nationally and internationally with many companies and Universities requesting that he speaks about their products or lectures to post-graduate students on their respective behalves. This has seen him lecture in locations as diverse as Weston-super-Mare and Dubai in the same year!

We know that our patients who require root canal treatment will benefit from having such an experienced clinician so easily accessible.

By Royal Appointment

We are absolutely delighted to be joined by a new Practice Manager, Mr. Stefan Biernat who will take over the running of our Ham Green branch practice.

Stefan has had considerable experience of managing large teams both within and out with the dental profession. Having had a background in military logistics with the British armed forces at home and overseas, rising to work with the Royal Household, we feel certain that our patients and staff at Ham Green will benefit from his extensive knowledge and proven track record.

We all look forward to working with him and hope he enjoys his new challenge.

Manchester Reign

In November Mr. Houston was invited to be one of the headline speakers at the British Academy of Cosmetic Dentistry's Annual Scientific Congress in Manchester. This Academy is the largest of its type in Europe and attracts delegates from all over the globe.

Mr. Houston was the headline speaker on day two of the three day congress. His presentation lasted for six hours on his specialist interest of cosmetic dentistry and facial aesthetic medicine. It included both lectures and practical demonstrations on three brave volunteer patients!

When asked to sum up the day, Mr. Houston said that: "It was a considerable honour to be asked to present to such an august Academy of my peers and I was pleased to learn from audience feedback that the day was considered to be a success. The fact that all three demonstration patients took the trouble to travel from London to receive treatment from me in front of a live audience was much appreciated, - but that could of course have been because it was free!"

Mr. Houston was presented with a commemorative plaque by the Academy in recognition for his presentation to their members.

Shortlisted Success

We were very proud to be informed by a leading dental publication that our relatively new colleague Dr. Andrew Wilson was selected as one of the short-listed finalists in their highly regarded Awards for 'Young Dentist of the Year 2012'.

The result of the competition was a closely guarded secret until the glittering black-tie ceremony at a pre-Christmas gala dinner event in Leicester hosted by former England rugby star Martin Bayfield.

Although, Dr. Wilson did not win on this occasion his success in being shortlisted was a considerable achievement as he was by far the youngest practitioner on the short-list with the eventual winner having had eight years more experience in the profession.

This is a competition that the practice has strong links to, with Dr. Hinchliffe having won the title in 2008. We feel certain that Dr. Wilson will have a strong chance of triumphing in the Awards in the years to come as he establishes his growing reputation and we wish him well with any future short-listing.

Baby Boom

Many patients will be aware that late 2012 saw a considerable number of our long-serving staff depart on Maternity leave.

We are now delighted to report that our Hygienist Kelly and Nurses: Chloe, Natasha and Sarah Markwell and Sarah Corke have all had their babies with everyone doing well. Respectively the children have been called: Thea, Jacob, Ava, Ethan and Elliott. We wish all the Mothers and babies well for the future.

It will be our pleasure to welcome back Chloe and both Sarahs in early 2013 with Kelly and Natasha returning later in the year as we are delighted to report that all of the ladies are resuming their careers with us, albeit in part-time roles.

Degrees of Success

Two of our Dental Surgeons have recently gained additional post-graduate degrees. Dr. Christina Ekdawy and Dr. Kiran Naik have successfully passed the MFGDP qualification.

This represents the successful culmination of considerable effort and study in addition to their full-time posts at the practice. We congratulate them on their outstanding achievements.

Two other colleagues, Dr. Ravneet Sembi and Dr. Andrew Wilson are currently studying for the same qualification and we wish them well with their forthcoming examinations.

Dr. Matthew Garton, our Lead Clinician at Ham Green continues his own career development by attending a part-time, yearlong course in restorative dentistry based in Manchester.

His colleague, Dr. Alex Willmore from the Weston-super-Mare practice is attending a similar course based at a teaching centre in Leeds. Additionally, Dr. Steven Thompson is also currently studying on a challenging restorative dentistry post-graduate education course.

Dr. Anthony Murto continues to impress us all with his dedication to gaining the highly respected MSc qualification in Periodontics (Gum disease) the one speciality we currently lack as an organisation. As such, we are particularly grateful to Dr. Murto for accepting the challenge of gaining this Master's degree.

Last but certainly not least, our visiting Specialist in Oral Surgery, Dr. Jagtar Dhanda having recently been honoured by the Royal College of Surgeons for his research work in cancer is now nearing the completion of his PhD which will be a considerable accolade in his already distinguished career.

The practice is very fortunate to have access to the skills of such a highly regarded Clinician.

PRACTICE NEWS

New Professional Colleagues

We are very proud to have recruited a number of new Dental Surgeons to our clinical staff to allow for our expansion. Thus, we are delighted to welcome: Dr. Luke Mirza, Dr. Deborah Moore and Dr. Sarah Richardson as well as re-introducing Dr. Kenneth Montgomery to our patients.

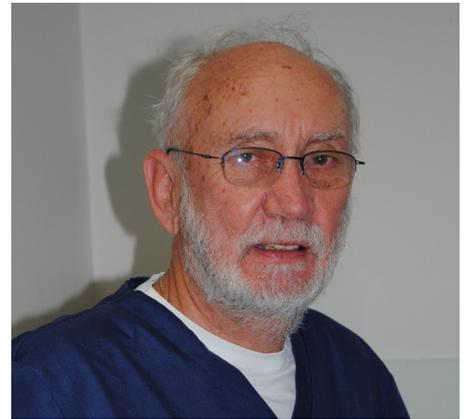
Dr. Mirza joins us on a short-term, part-time basis from a practice in Bristol to provide much needed and very welcome help in meeting our treatment targets for the remainder of this financial year. He is a colleague whom we have been keen to recruit for some time and although his tenure with us will be brief he has already proved himself to be a valuable asset to our staff.

Dr. Moore takes over from Dr. Rahim who has now become our in-house Dental Surgeon with a Special Interest in Endodontics. She is a very experienced practitioner with a background in both Community Health and general practice. Her previous post which she held for over ten years was in Bristol.

We know that her pleasant and caring manner has already made her a firm favourite with our patients.

Dr. Richardson joins us to take over from Dr. Thomas (Who has now moved to Wales following her recent marriage.) on a part-time basis after a long and well regarded career at a private practice in Gloucestershire. She is a highly respected colleague who we know will bring much to our clinical team and we eagerly anticipate working with her.

Dr. Montgomery kindly re-joins our professional staff as Locum cover for Dr. Manasses who is currently on her second maternity leave. He is well-known to both our patients and staff having previously provided similar very successful maternity cover for Dr. Piek. We are delighted to have secured the services of such an experienced colleague whom we trust and respect. This will be Dr. Montgomery's last professional role before a well-deserved retirement and thus we are particularly grateful to him for offering to provide cover for Dr. Manasses. We wish him well in his eventual retirement from the dental profession after a long and distinguished career.



A Warm Reception

Our reception staff has been complimented by three new ladies, Mrs. Gillian Chatterley, Mrs. Carol Moore and Miss Emma Farley.

Gill (pictured right) joins us after a long and distinguished career in local banking and as such may be a familiar face to patients! Carol is a very experienced and knowledgeable dental receptionist having worked for many years for practices in and around Somerset. Miss Emma Farley has joined our Reception team from a previous career as a Beauty Therapist at the Cadbury Hotel. Her pleasant and cheerful manner have ensured that she has become a popular fixture with both patients and colleagues. In addition to reception duties her beauty background has made her an ideal choice (Together with Miss Erin Wilson and Mrs. Jane Tluba.) as one of our new Laser Technicians in the Body & Face @ Houston's clinic.



PRACTICE NEWS

Hello and Welcome

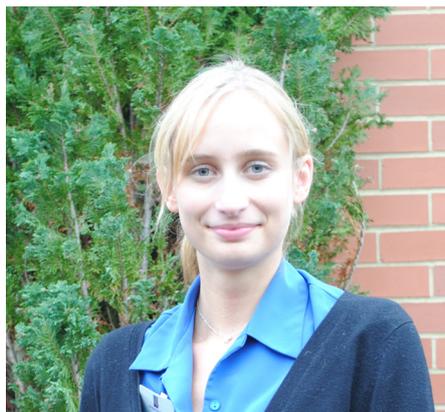
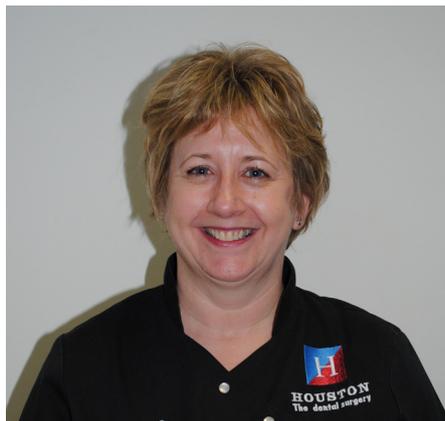
Due to our continued expansion we are delighted to welcome a number of new colleagues to the practice team.

In Weston-super-Mare our nursing team have been boosted by the arrival of new colleagues Miss Stephanie May, Miss Kelly Richards, Mrs. Rebecca Wilkins, Ms. Alison Wilson and Mrs. Rebecca Hunt.

Stephanie, an accomplished musician in her spare time, joins us from a practice in Bristol. Kelly is a very welcome addition to our senior nursing staff, having until recently been the Lead Nurse at a large practice in Bridgwater for many years. She will also have a role in our Dental Nurse training programme as well as her surgery duties. Rebecca Wilkins has joined us after specifically relocating from an orthodontic practice in her native West Midlands. She is now developing a host of new skills working with our Sedation Dentist Dr. Cruse.

Alison has not had to come so far, - joining us from a practice in Burnham on Sea! She is looking to advance her career and have the opportunity to develop her skills working with our wide range of Specialists. Rebecca Hunt joins us after moving to the area from Worcestershire where she worked in various senior posts within the Community Dental Service. Her wealth of skill, experience and professionalism will provide excellent support for Dr. Gautama. Her recruitment represents a quality addition to our nursing team.

We are very pleased to have recruited ladies of such calibre and potential and look forward to working with them all.



*Top right: Miss Stephanie May,
Middle right: Miss Kelly Richards
Above: Mrs Rebecca Hunt
Above left: Mrs Rebecca Wilkins
Above middle: Ms Alison Wilson
Far left: Mrs Carol Moore,
Left: Miss Emma Farley*

PRACTICE NEWS

Exam Success X-ray Rated

It is with considerable pleasure that we can announce that our Dental Nurse, Miss Victoria Long has gained her Diploma in Dental Nursing. We are pleased that all Vicky's hard work paid dividends. Well done! We wish her well with the development of her professional career and in her new post as Dr. Law's nurse.

Four of our more recently recruited ladies, Miss Stephanie May, Miss Jemma Purnell, Miss Nikita Rogers and Miss Melinda Williams are currently undergoing the same two part examination to gain their own Diploma's. At the time of writing they have all successfully passed the first theory paper and are currently studying hard for the second stage, practical and oral examinations in early 2013. Good luck ladies. We hope that you do well after all of your efforts.

Behind all of these news items concerning the examination success of our numerous dental nurses over the years has been the hard work and dedication of Mrs. Jane Tluba our Dental Nurse Training Course Tutor, (better known to patients as Mr. Houston's long-suffering Nurse!) For almost ten years, Jane has dedicated considerable time to her teaching and examining role and developed a reputation as a very successful Tutor with one of the best course pass rates in the UK.

As she steps down from her tutoring role this year we would like to thank her on behalf of the practice and all of her previous students for her efforts. Jane's role will be taken over jointly by the manager of our Hygiene department, Mrs. Lizzie Barrett and one of our Hygienists, Mrs. Suzy Threadgold. Both Lizzie and Suzy have very successfully piloted their own training course at our Ham Green practice last year and will now transfer to the same roles in Weston-super-Mare going forward. We wish them well with their exciting new challenge.

One of our Dental Nurses, Miss Aleksandra Hajduk who works with Dr. Hinchliffe and has become a valuable member of our Implant Nursing team, has recently gained the Diploma in Dental Radiography.

We were particularly impressed by her dedication to developing her career as all of her studying is done in her second language of English as she has emigrated from her native Poland. We congratulate her on her achievement.

Deputised for Seniority

Mrs. Sarah White who works as Mrs. Houston's Nurse has recently been promoted to Deputy Senior Nurse within our organisation to support our Senior Nurse Miss Sarah Markwell who is now part-time following her welcome return from maternity leave. We wish both Sarah's well with their posts. We acknowledge that theirs are challenging jobs given the size of our practices.

We are very grateful to them for their help and support. It would be quite remiss not to thank Mrs. Larisa Watkins who kindly stepped into the role temporarily to help cover Sarah Markwell's maternity absence. We were all obliged to her for her contribution.

A Diploma(tic) Success

We are proud to announce that our long-serving and very popular colleague Dr. Steven Hinchliffe has gained his Diploma in Implant Dentistry from the University of Bristol.

This highly regarded qualification has been gained after two years of hard work and sacrifice by Dr. Hinchliffe who has studied for the Diploma whilst maintaining his busy full-time post at the practice.

It provides this well respected Dental Surgeon with the title of a 'Specialist Interest' Clinician to acknowledge his status as a leading exponent in implant dentistry. We know that he has great ambitions for the recently established Implant Centre within the practice and we wish him every success with this new venture.

A 'World' of Difference

Mr. Houston has received an invitation to speak for a full day on his area of particular interest: cosmetic dentistry and facial aesthetic medicine at the 'World Aesthetic Congress'.

This event, which is the largest of its kind in Europe, attracts a world-wide audience who congregate for the two-day event in London every June.

Mr. Houston has presented twice before at this renowned post-graduate education event but only for a half day lecture on each previous occasion. Perhaps he is getting at bit better at it now!

Welcome Back! A Lunch Date to Remember

It is with considerable pleasure that we welcome back Dr. Helen Biddle to our clinical team after her recent maternity break. Although Dr. Biddle is now in a part-time role (And a different surgery.) she has quickly re-established herself as an indispensable professional colleague whose indefatigable appetite for hard work has been an invaluable help in coping with our seemingly ever increasing workload. We are very grateful for her continued support in re-joining the practice.

Patients with long memories may just recall our 'newest' professional colleague, Dr. David Ashcroft.

Dr. Ashcroft was the very first Dental Surgeon recruited by the practice to cope with our initial expansion some 19 years ago. Although, his career development has since taken in spells in Bristol, Portishead and Gloucester we are absolutely delighted to have him back!

Although, Dr. Ashcroft has been kindly assisting us in Weston-super-Mare recently he will move to our Ham Green practice in early 2013 to take up his permanent post. It is a genuine pleasure to have him back with our organisation.

We feel certain that our patients there will quickly appreciate his caring manner and excellent professional skills.

Some patients may be aware that for the last ten years Mr. Houston has been the Chief Judge of the Private Dentistry magazines' "Practice of the Year Awards". This role involves him supervising the judging of the 18 categories within the Awards and also compering the Oscar-like award ceremony at a lunchtime ceremony in a leading London hotel.

This year, to mark the first decade of the Awards which have seen them become established as the acknowledged premier awards in the UK, the event was moved to the Park Lane Hilton Hotel in order to accommodate the 800+ guests. The hotel's grand ballroom was a magnificent setting for the five hour marathon ceremony.

Although he is provided with a complimentary seat at the pre-ceremony lunch, Mr Houston always says he can never enjoy the 5* cooking as he is always too busy rehearsing his lines! However, always a "glutton" for punishment he has agreed to the organisers request that he reprise his role again next year.



Behind the Scenes

Not all of our vital staff are well-known or obvious to our patients. We recently recruited Mrs. Donna Nigh as a new member of our sterilization nursing team, working in our state of the art decontamination suite housed within the main building at 164-166 Milton Road.

Donna's recruitment is a case of 'keeping it in the family' as she is the sister of Mrs. Emma Edwards one of our dental nurses!

Donna has quickly impressed all of her new colleagues with her conscientious hard work and she looks certain to become a vital and valued member of our backstage team.





THE HOUSTON GROUP

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www.houstondentists.co.uk

Care Quality Commission

Many patients may be aware that the Care Quality Commission (CQC) has been tasked with inspecting all of the dental practices in the UK. Although this by definition will take some time, (It is expected to be approximately a two year cycle.) both of our practices were in the early inspection round, - being viewed in late 2012.

Following very detailed, day-long visits from a team of Inspectors we were delighted to learn that both practices were deemed to be 'gold-standard and fully compliant in all aspects of care provision'.

Whilst we were pleased with this rating, it was in large part due to the enormous and dedicated work put in by Mrs. Houston in her protocol and systems manager role and the consistent efforts of our staff linked to their performance when questioned during the inspection. We are very proud of the rating given to our staff and facilities but assure our patients that we will continue to strive for improvement to ensure a high standard of care provision is maintained.

(Interested patients may read the Government Inspectors full reports on the CQC website.)

Lucky 13

It is with great pleasure that we report that our Practitioner with Specialist Interest in Edodontics, Dr. Noushad Rahim has just been voted as the UK's 13th most influential professional working currently in clinical practice in a poll of the readers of 'Private Dentistry' magazine.

This is a considerable accolade for Dr. Rahim as the journal is very well-respected. The poll is keenly contested and is an eagerly awaited item each year.

This well-deserved recognition reflects his growing reputation as a teacher, researcher and clinician. He should be rightly very proud of his achievement.

PRACTICE OPENING HOURS:

Monday to Friday 8.30 - 5.30

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.

Senior Associate:

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

Associates:

Dr. Robert Snelling B.D.S.

Dr. Andrew Wilson B.D.S.

Dr. Sarah Richardson B.D.S., D.P.D.S.

Dr. Deborah Moore B.D.S., D.P.D.S.

Dr. Tara Conway B.D.S.

Dr. Steven Thompson B.D.S.

Dr. David Ashcroft B.D.S.

Dr. Luke Mirza B.D.S.

Dr. Ceri Owen-Roberts B.D.S.

Dr. Susan Manasses B.D.S.

Dr. Lisa M. M. Law B.D.S.

Dr. Helen Biddle B.D.S.

Dr. Samir Guatama B.D.S.

Dr. M. Noushad Rahim B.D.S., M.D.S., M.F.G.D.P.(UK)
M.J.D.F

Dr. Alex Willmore B.D.S.

Dr. Christina Ekdawy B.D.S., M.F.G.D.P.(UK)

Dr. Kiran Naik B.Ch.D., M.F.G.D.P.(UK)

Dr. Anthony Murto B.D.S.

Dr. Matthew Garton B.D.S., D.P.D.S.

Visiting Specialists:

Mr. Jagtar Dhanda M.B.B.S., B.D.S., B.Sc (Hons)
M.F.D.S.R.C.S.(Eng)

Dr. Sankar Ananth B.D.S, D.F.O.(U.Herts), M.F.D.S,
R.C.S. (Eng.) M.B.B.Ch (Wales)

Dr. Sajina K. Chandran B.D.S., F.D.S.R.C.S. (London)
M.B.B.Ch (Wales)

Foundation Dentists:

Dr. Jamie Godsell B.Sc., B.D.S.

Dr. Ravneet Sembi B.D.S.

Locum

Dr. Kenneth Montgomery B.D.S.

Hygienists:

Mrs Andrea L. Jeffrey E.D.H., Dip. DH.

Miss Jolene Hudson E.D.H., Dip.DH

Miss Kelly Redford E.D.H., Dip. DH.

Miss Gemma Portis E.D.H., Dip. DH.

Miss Gillian Foster E.D.H., Dip. DH.

Mrs Suzanne Threadgold E.D.H., Dip. DH. MSc.



Weston Dental Referral Centre

Smile & Face* Body & Face*



Somerset Dental Implants