



The Mouth ORGAN

The Houston Dental Practice Patient Newsletter

Spring 2014

Weston-super-Sized!



The course of late 2013 and early 2014 has seen our Weston-super-Mare practice expand to incorporate three other practices from the town. We have thus now taken over the well-respected Banwell House private practice from our friend and professional colleague Dr. Richard Spittal who regrettably had to retire at short notice due to ill health.

This two-surgery practice was formerly situated on Worle High Street. For ease of operation and to help with meeting current Care Quality Commission operational regulations, we have closed this particular location and transferred the staff and patients to join us at Milton Road.

We are delighted to welcome the former patients of Banwell House to our group and look forward to caring for them in the future. The majority of the patients have been assigned to the lists of either Mr. or Mrs. Houston.

However, Dr. Spittal's patients will still recognise some familiar faces from the former staff of Banwell house who have joined our team.

Our second acquisition, which will be completed in January 2014, is the practice which has operated for many years from almost opposite us, across the street at 125 Milton Road. This well-known practice has always been owned by the renowned Dr. John Cantwell. (Who previously worked from a site in Longton Grove Road.)

Currently, it is operating as a two-Dentist and one Hygienist, three surgery practice. We consider it something of a coup that both Dr. Cantwell and his very popular Associate, Dr. Beverley Dewey, (Who

IN THIS ISSUE

- A Growing Concern
- Laying the Foundations
- A Political Appointment
- Mum's the Word
- A Lunch Booking
- A Dinner Engagement
- Great Expectations
- Managing Change
- Staying On
- Hygiene Matters
- Consultancy Role
- Extra Specialist
- Welcome Back
- Northern Lights

previously practiced on Oxford Street for many years.) have stayed on in their posts and have joined us as colleagues within the Houston Group.

As we have decided to continue to operate the practice from its current location as it is only 40 yards away from our own site, and since all of the staff have kindly agreed to remain in-post, the patients of the practice will notice relatively few changes initially. Formerly operating as a mixed NHS and private practice,

PRACTICE NEWS

continued from front page

it will henceforth become a private only practice, with all of their NHS patients now joining us to receive their care on “our” side of Milton Road! However, in due course we will inwardly invest in the building and practice to match our in-house style plus better meet current regulations and future legislation expectations.

This will allow the building to run as a seamlessly linked annexe to our existing main site and allow patients to freely and easily move between both locations to receive multi-disciplinary care. We look forward to working with all of the clinical and support staff of 125 Milton Road to create an exciting practice for the future.

The final expansion development for early 2014 will see us purchase the two-surgery dental practice situated at 160 Moorland Road. The sale is due to be completed on the memorable date of 14th. February! Recently operated by Dr. Augustus Van Reisen, it may be better known to many local residents as the former surgery of Mr. & Mrs. Fieldhouse who owned it for over 25 years.

Subject to the approval of and permission from NHS England who control the NHS contract assigned to this practice, we hope to be allowed to close the current surgery premises and transfer their patients to our own Milton Road site.

We have considerable concerns relating to the suitability of such a narrow terraced building for the future provision of dental care given the Government and Care Quality Commission mandate for every surgery to have full disabled access and cross-infection control facilities which require rooms with a large “footprint”. We are currently in negotiation with the local authorities to try and facilitate this change of location and hope that the former patients of Moorland Road will welcome and benefit from the provision of their care at Milton Road.

We all look forward to treating you and wish you a warm welcome to our group of dental practices.

Cleaving a ‘chip off the old block’

Our only previous expansion outside of Weston-super-Mare itself was some years ago when we established our first branch practice in Pill, which later transferred and expanded to become our current four-surgery practice in Ham Green.

However, in the Spring of 2013 a wonderful business opportunity presented itself when, due to a change in his circumstances, the very well-regarded Grendon Lodge dental practice of Dr. Richard Ford was made available to us.

Situated within part of an imposing Victorian building at 22 St. John’s Road in Clevedon, this allowed us the ideal opportunity to develop another branch practice in a part of North Somerset where we had no presence. Knowing Dr. Ford’s reputation for clinical excellence and ethical practice we were keen to ensure that he and his staff were retained as part of the take-over. We are very pleased that this proved possible and we have now been working harmoniously with the whole practice team since July. Regrettably, the development of the practice had been curtailed by its location within one storey of the building.

Fortunately, we have eventually been successful in obtaining Planning Permission to utilise two floors of the property for dentistry. Consequently, December and January saw considerable building works being carried out to create a four surgery, ultra-modern, state of the art practice. Having doubled the size of the practice and made it fully compliant with all current legislation we are particularly pleased to be able to welcome disabled patients to the practice for the first time having removed the very steep steps to the entrance which were so difficult for many to negotiate. We hope that both patients and staff alike enjoy the benefits of the new facilities. The practice group is very pleased to have been able to establish ourselves in Clevedon and look forward to caring for the residents of the town.

Laying the Foundations

Once again this year we are pleased to be supporting the career progression and development of two professional colleagues new to general practice.

In Ham Green, our Senior Associate Dr. Matt Garton has taken on the clinical mentoring role for Dr. “Sham” Amin and his nursing support is provided by Mrs. Jenny Golder.

In Weston-super-Mare, Dr. Alastair Cruse and Mrs. Houston have jointly accepted responsibility for tutoring and advising Dr. Hazra Aya.

By coincidence, Dr. Amin and Dr. Aya were classmates at Bristol University so they both do have at least one familiar face on our team to help them assimilate into the practice.

A Growing Concern

To cope with our recent expansion we have recruited a number of new professional colleagues to supplement our current clinical team. Thus, we have pleasure in introducing the following new Dental Surgeons to our patients:

Dr. Nikhil Amin:

Dr. Amin was recruited from a large practice in Bristol. We were very keen to have him join us as he brings a wealth of experience and a good range of clinical skills to augment our team. Although, a hard-working colleague, his sense of humour has quickly made him a favourite with patients.

Dr. Michael Bruggraber:

Dr. Bruggraber (pictured top), (Whose unusual surname is owed to his Chanel Islands heritage.) was already a highly qualified Pharmacist before taking dentistry as a second degree. His dual qualifications and wealth of specialist knowledge have become real assets to our skill mix and we regularly benefit from his experience in the field.

Dr. Niamh Coffey:

Dr. Coffey (right) joins us from Cork in the Irish Republic. (As her accent will immediately confirm!) Her very pleasant manner has made her a popular Clinician already. She has had a long-distance association with the practice for some time as her crown and bridge work has been made by our H2W laboratory for many years.

Dr. Laurence Folland:

Dr. Folland (below right) has entered general practice with us after a career in hospitals, specifically developing his oral surgery skills. His very polite and approachable manner has endeared him to our patients. He was highly recommended to us by our visiting Consultant Oral Surgeon, Dr. Ananth whom he worked under in Swansea.

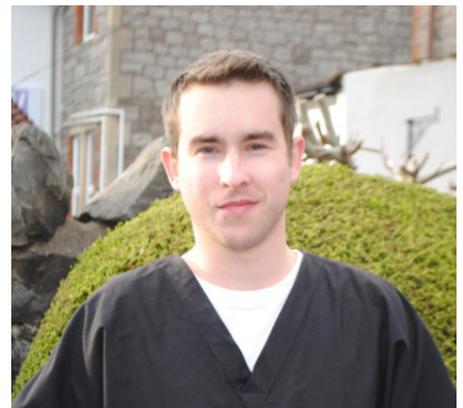
Dr. Jamie Godsell:

Dr. Godsell (bottom right) was our extremely popular Foundation Dentist in 2012/13. Given his manner, care, ethics and enthusiasm, we simply could not let him leave! As such, we were delighted when he accepted our offer of a permanent full-time post with the practice. His transition from trainee to Associate has been seamless and has allowed his patients to remain under his care.

Dr. Ismail Qazi:

Dr. Qazi was recommended to us by both Dr. Godsell and Dr. Bruggraber with whom he studied at Plymouth University. Although our most recently recruited colleague, Dr. Qazi has already established a name for himself as a popular and respected clinician. He will work at both Weston-super-Mare and Ham Green. We look forward to benefiting from his skills.

Dr. Joanne Russ: Dr. Russ (right) joins us after a long career in general practice for various practices in the Bristol area. She returns to the profession after an extended maternity break. As a former university classmate of both Dr. Garton and Dr. Gautama there is an element of 'friends re-united' about her joining our team! She has taken over the care of Dr. Willmore's patients.



PRACTICE NEWS

A Lunch Booking

In November Mr. Houston reprised his role as the Chief Judge and Compere of the Private Dentistry Awards. These prestigious awards, now in their thirteenth year are regarded as Britain's dental "Oscars" and the ceremony befits this status being held in the 5* Hilton Hotel on London's Park Lane.

Boasting 20 categories to present awards for and with over 800 guests attending on the day it has become widely regarded as the highlight of the UK's dental calendar. Lunch is provided for Mr. Houston prior to his hosting of the ceremony, but he always claims he is too busy rehearsing his lines to eat it!

Dinner Engagement

Unfortunately, due to Mr. Houston's 13 year involvement with the Dentistry "Oscars" our staff members are not permitted to be considered for these particular awards. However, other Awards are at liberty to recognise the outstanding achievements of our staff. Thus, we are very proud to inform our patients that both Dr. Andrew Wilson and Dr. Steven Hinchliffe were short-listed finalists in the "Dentistry Awards".

The glittering ceremony was hosted in Leicester during December. Unfortunately, on this occasion neither colleague won their respective category of Best Young Dentist or Most Outstanding Team Member. Nevertheless, we were delighted that their invaluable contributions to our practice were recognised by the awards committee with their short-listings. Theirs were superb achievements to be applauded, – better luck next year gentlemen!

Cafe Society

We are very pleased to announce the opening of our new in-house café venture, branded as the "Word of Mouth Café".

This fully-fitted and permanently staffed coffee shop is situated on the ground floor of the main 164-166 Milton Road building in Weston-super-Mare. Patients will be served with a wide choice of very competitively priced, hot and cold drinks in beakers suitable to be used on the premises or as take-aways. Our two fully trained Baristas, Claire and Tanya, will be pleased to take orders from any patients, regardless of the building they are seated in (Please order via the Reception staff) and your drink can be delivered to you promptly. We thought this service might prove particularly popular with anyone accompanying a patient who is attending for a long appointment. Perhaps the café will become so popular in its own right we may have customers attending simply to purchase their favourite drinks and not attend for treatment at all!



Staying On

At Grendon Lodge in Clevedon it is very much a case of 'as you were, with former Principal Dr. Richard Ford and his Associates, Dr. Neelum Beake and Dr. David Ashcroft all remaining in post. We have already established good working relations with these three well-respected professionals and have undoubtedly benefited from the continuity that their presence brings to our service on behalf of patients in Clevedon.

Almost all of the support staff at Grendon Lodge also remains in place, so patients will still notice many familiar faces in attendance at the practice, including the long-standing "stalwarts of the practice" Mrs. Mary Morish and Mrs. Julie Sands. Patients of the practice building at 125 Milton Road will similarly notice no significant changes in their care provision with former owner, Dr. John Cantwell and his Associate Dr. Beverley Dewey both kindly consenting to remain as members of our clinical team.

As both colleagues have generously increased their working hours each week, their patients may be seeing more of them than ever before! All of the ancillary staff remains unchanged and in-post at 125 Milton Road.

As such, it should be very much "business as usual" for the patients. From Banwell House practice on Worle High Street we are pleased to have retained the services of long-serving Senior Receptionist Mrs. Judith Howard.

A Political Appointment

We were delighted to welcome the Secretary of State for Health, the Rt. Hon. Jeremy Hunt MP to the practice in September to officially open the newly redesigned and refurbished main Milton Road building in Weston-super-Mare.

Accompanied by local MP Mr. John Penrose, who kindly arranged the visit, Mr. Hunt toured the new facilities, (Complete with television camera crews and reporters!) and met with many of our staff as well as some of the Designers and building Contracts involved in the project.

Before departing he unveiled a plaque commemorating his visit. (This can be seen in the main reception foyer.)

The whole visit was unexpected and arranged at very short notice but the Secretary of State's endorsement of our efforts was greatly appreciated by us all. We were extremely flattered when he described us as "the best dental practice in the country".

However, we recognise that we cannot let such praise go to our heads and we will strive to continue to improve our service to patients.



Designs on our Interiors

The refurbishment project which stimulated the visit of The Secretary of State for Health took nearly three months and has seen a complete "make-over" for our main practice building in Weston-super-Mare.

By creating a new reception area and linking the previously separate Hygiene and main surgery buildings together there is a considerably improved "flow" around the facility. It has also allowed us to build an additional Hygienists surgery which was much needed to help in satisfying demand.

The new entrance has been specifically created to cater for disabled patients and we can finally boast expanded and separate ladies and gentlemen's toilet facilities. Fortunately, the new design has attracted many compliments from within the profession around the country.

This is something of a "triumph" for local expertise as the designers are based in Highbridge and the builders are located in Weston-super-Mare. We hope that our patients benefit from the additional space and enjoy the new better-lit and more spacious interior.



Great Expectations

Two ladies from our support staff have added to or are just about to add to our apparently annual baby boomer list!

Our popular Receptionist from the Weston Dental Referral Centre, Mrs. Kate Cooper had a baby boy called Alexander during the summer and Dr. Law's Nurse, Victoria Long will commence her maternity leave in February.

Congratulations to Kate and "good luck" on the big day to Vicky.

We hope to welcome both ladies back to our team after their well-deserved breaks.



PRACTICE NEWS

Staff Notices

We have welcomed a number of new ladies onto our support staff in a variety of roles in order to provide for our recent expansion.

We have pleasure in introducing them to you here:

Joining our group of experienced and qualified Dental Nurses,

Mrs. Jenny Golder
Ms. Julie Hipworth
Miss Lisa Mackey
Miss Angel Nieters

This year's trainee Dental Nurse Intake:

Miss Emma Farley
Miss Amy Gardiner
Miss Emma Joyce
Miss Rebecca Nichols
Mrs. Lisa Richards
Miss Sophie Springall

Our new Reception team members:

Mrs. Odelle Ashman
Miss Nicola Brown
Mrs. Loreen Harris
Mrs. Judith Howard
Miss Rachel Lomax
Mrs. Angela Purkiss
Miss Sarah Simms
Mrs. Emma Speller

Our café Baristas:

Mrs. Claire Wheelaghan
Mrs. Tanya Patston



*Top left: Mrs. Loreen Harris, next left: Miss. Rachel Lomax, Left: Miss Amy Gardiner
Below: Mrs Emma Speller, Miss Sarah Simms and Mrs Judith Howard
Top right: Mrs Odelle Ashman
Above: Miss Rebecca Nichols*



Managing Change ‘Lodging’ an Application

Our long-serving Receptionist Mrs. Lynda Karlsson, who for many years worked in the Weston Dental Referral Centre building, has been awarded a well-deserved promotion to the post of Practice Manager at the Grendon Lodge practice in Clevedon. Lynda has already faced the difficult challenges of co-ordinating the change of ownership and the resultant building works with aplomb.

As a previous resident of Clevedon and indeed having worked at the original Grendon Lodge practice many years ago, she will be a familiar face to most of the patients. We wish her well in her new role.

In an internal change of role, Lynda has been joined at Grendon Lodge by Mrs. Rebecca Hunt, one of our senior Nurses who has helped in introducing her new colleagues to our protocols. The fact that Becky can now also walk to work appeals to her greatly!

Two very long-serving members of the nursing staff at Grendon Lodge, Mrs Sue Ennever and Mrs. Gay Sargent have kindly taken on new part-time roles as our Lead Decontamination Unit Nurses to allow us to create a new state-of-the-art, best practice compliant, sterilisation facility in the expanded building.

Although it proved to be a rather difficult and prolonged process, we were delighted to eventually gain ownership of the whole Grendon Lodge building in Clevedon and achieve change of use Planning Permission for two floors such that an expanded and improved dental practice could be constructed.

As a result, February will herald the grand opening of the new practice. This will see us double the number of surgeries and the practice will be accessible to disabled patients for the first time with one new ground floor surgery being specifically built to fulfil this purpose. The new design will be in keeping with our corporate style and will be quite a change from the previous appearance which was always curtailed by the lack of space and the presence of other occupants living in the building.

We hope that our existing Clevedon patients enjoy the new practice and for our part we can now gladly accept all of those new patients we previously had no opportunity to provide care for due to the lack of space.

Hygiene Matters

Patients will receive a warm welcome from two recently recruited new colleagues in our Hygienist Department.

Mrs. Kate Cooper joined us in late 2013 to manage the department after a long career in dentistry both as a Nurse and Receptionist at a number of local practices. Her knowledge of the profession and “can-do” attitude has ensured that she has taken over this demanding role with distinction.

On the clinical side, we have recruited the professional services of our eighth hygienist, Miss Emma Oldfield. Emma will split the role between three of our practices, so will become familiar to patients in Weston-super-Mare, Ham Green and Clevedon. In this latter post she will face the stimulating challenge of establishing a hygiene department from “scratch” as Grendon Lodge never previously had sufficient space to offer this invaluable service.

Consultancy Role

It is with great pride that we can inform patients that our Specialist Oral and Maxillo-Facial Surgeon, Dr. Ananth has recently attained full Consultant status.

This great honour represents the culmination of almost 15 years of study, during which he has had to gain both dental and medical degrees.

He thoroughly deserves this recognition for his efforts and fortunately for our patients his new post in Wales will not prevent him from continuing his popular Saturday oral surgery and laser medicine clinics.

In a remarkably fortuitous situation for a general practice we soon hope to boast three such Consultant Oral Surgeons, with both Dr. Ananth’s wife Sajina and our implantologist, Dr. Jagtar Dhanda due to achieve this elevated title within the next three and two years respectively.



THE HOUSTON GROUP

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Extra Special(ist)

None of our four, expansion-induced, recently acquired general practices previously offered Specialist care. Consequently, we have noticed a significant desire from our newly increased patient base to access care from our in-house specialist team based in Weston-super-Mare.

We now recognise that there is an obvious need to satisfy patients' desires to have such procedures as implants, oral surgery, laser medicine and facial aesthetics from ethical, high-quality, locally based providers. Consequently, we will undertake to expand our provision of these areas of treatment to meet this obvious demand for Specialist access.

Welcome Back

We have pleasure in welcoming back two professional colleagues who have recently returned to the practice:

Dr. Susan Manasses returns on a part-time basis after her maternity break. Although we only have her services for two days a week now due to her parental responsibilities, we know that her loyal patients will be delighted to see her back. For our part we are pleased to have such a long-serving and hard-working colleague resume her role. Dr Manasses is transferring to work at our Clevedon Practice as from February.

Dr. James Rocha, who for many years was a popular general practitioner on our staff, now returns to us as a colleague with specialist interest in Endodontics, (Root fillings.) having chosen to develop his career in this particular discipline. We are already making good use of his skills in this area and his current part-time role looks set to grow given the increasing level of uptake for his treatments.

Northern Lights

At our most northerly branch surgery in Ham Green we have recently restructured the management and front-desk team. Consequently, we have placed three of our most senior and respected staff in charge of these vital aspects of the practice.

Patients will now be welcomed at the desk by Senior Receptionist and Nursing Course Co-ordinator, Mrs. Lizzie Barrett who formerly managed our Hygienists Department in Weston-super-Mare.

In recognition of her hard-work and contribution to the group, Miss Alexandra Hajduk has transferred from her previous job as Dr. Hinchliffe's Nurse in Weston-super-Mare to accept promotion to the post of senior Nurse for Ham Green. The management of the practice has been passed to the multi-talented Mrs. Fay Edwards who will combine this post with her on-going responsibilities as our Finance and IT Manager.

In-depth Examination

Three of our trainee dental nurses recently gained their National Certificates from the British Association of Dental Nurses, recognising their fully-qualified status. Thus, it is "congratulations" to Miss Gemma Purnell, Miss Nikita Rogers and Miss Melinda Williams. We are very pleased that all of their hard work and study has paid dividends. – Well done ladies!



Weston Dental Referral Centre

Smile & Face* Body & Face*



Somerset Dental Implants

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. Nikhil Amin B.D.S.
Dr. David Ashcroft B.D.S.
Dr. Neelum Beake B.D.S., M.D.F.S
Dr. Michael Brugggraber B.Pharm., B.D.S.
Dr. John Cantwell B.D.S.
Dr. Niamh Coffey B.D.S.
Dr. Beverley Dewey B.D.S.
Dr. Laurence Folland B.D.S. (Hons)
Dr. Richard Ford B.D.S
Dr. Matthew Garton B.D.S., D.P.D.S.
Dr. Jamie Godsell B.Sc., B.D.S.
Dr. Samir Guatama B.D.S
Dr. Lisa M. M. Law B.D.S
Dr. Susan Manasses B.D.S.
Dr. Deborah Moore B.D.S., D.P.D.S.
Dr. Anthony Murto B.D.S.
Dr. Ismail Qazi B.Sc.(Hons), B.D.S
Dr. Sarah Richardson B.D.S., D.P.D.S.
Dr. James Rocha B.D.S
Dr. Joanne Russ B.D.S.
Dr. Robert Snelling B.D.S.
Dr. Steven Thompson B.D.S.
Dr. Andrew Wilson B.D.S.

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 (Omsf)

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

Foundation Dentists:

Dr. Samirkumar Amin B.D.S.
Dr. Hazra Aya B.D.S.

Locum

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

Hygienists:

Miss Gillian Foster E.D.H., Dip. DH.
Miss Jolene Hudson 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 Suzanne Threadgold E.D.H., Dip. DH. MSc.