



# The Mouth ORGAN

The Houston Dental Practice Patient Newsletter

Spring 2010

## A Not So Bitter Pill!

We are delighted to announce the opening of our new branch practice in Pill, near Bristol.

We have refurbished and re-equipped an existing single surgery practice which was formerly providing private sector care and only open for two days a week.

Our development of the site has created a compact two surgery, mixed NHS and Private facility which is currently registering new patients at a considerable rate as the area has suffered from a lack of dental care provision for a number of years.

The interior design is in our signature corporate style and we have equipped the surgeries with state-of-the-art facilities to benefit patient care.

The practice is located in the shopping precinct known as Baltic Place and is on the ground floor for ease of disabled access.

Whilst the converted shop unit does not have its' own car-park, the area benefits from numerous free off street parking spaces within yards of our location.

We have secured a contract from NHS North Somerset Primary Care Trust to provide NHS dentistry in the Pill area for the next five years and as such we can begin to plan for increased care provision for the local population. (Although the contract is unfortunately size limited to a level which we suspect may struggle to meet the residents' expectations.)

Our highly experienced colleague Dr. Richard Pyke who is a resident of the area has moved from the Weston practice to work in a part-time capacity in the Pill surgery.

## IN THIS ISSUE

- Welcome to our New Members of Staff
- Baby Boomers
- 'Toe'ing the Line
- Taking Stock
- On Course for Success
- Career Progression
- Retirement Announced
- A Welcome Addition
- Return Trips
- Exam Results



# PRACTICE NEWS

---

## A Not So Bitter Pill

*(Continued from front page)*

He is joined there by our Hygienist Mrs. Bernice Maenzanise who is now providing dental hygiene treatment for the first time ever in the village.

Nursing care is provided by an experienced member of staff also transferring from Weston. Miss Anneka Wright has assumed the role of Senior Nurse at Pill. These colleagues are joined by three new members of staff whom we are pleased to welcome to the team.

Dr. Devin Vaghela joins us as our Lead Clinician. He has recently moved to live in Bristol from Taunton where he previously practiced alongside our popular surgeon Dr. Helen Biddle who recommended him to us.

The team is completed by Receptionist and Patient Co-ordinator Mrs. Julie Van Meir who joins us after many years as a Practice Manageress for a large group of Orthodontic practices in Bristol and our new trainee Nurse Miss Chloe Amaral-Ribeiro who has moved to the area from Reading where she was a Receptionist in a three-surgery dental practice.

We all look forward to the exciting challenge of establishing a new practice in another location. The practice will provide the same wide range of dental and facial aesthetic treatments as pioneered in Weston-super-Mare.

Our resident Specialists from Weston-super-Mare will be available to our Pill patients on a visiting basis in order to provide access to specialist care such as Implants, Oral Surgery, Smile Makeovers, Invisible Braces, Botox and Dermal Fillers.

## A Lunch Reservation

Mr. Houston has been asked to reprise his role as the Chief Judge and host of the British Dental Oscars for the tenth consecutive year. The dental publication which organises the awards promises that this landmark year will be the best ceremony to date with 650 guests for the lunch.

This year the venue will once again be the 5\* Intercontinental Hotel on London's Park Lane. Interestingly, despite the current recession, three new sponsors from the dental industry have been recruited.

## Changing Sides

Our long-serving Receptionist and Hygienist Nurse, Miss Sue Allard has recently commenced a new role as Dr. Langhams surgery nurse.

We hope that she enjoys her new role which we hope will lead to her becoming a Registered Dental Nurse later this year.

## All the Three's -Thirty Three

The largest circulation dental magazine in Britain recently polled its' readership to find the 50 most influential figures within the profession.

Mr. Houston was surprised and flattered to find that his peers had voted him into 33rd place. This is the fifth year in succession that he has appeared in the final results listing.

## Baby Boomers

Our popular Associate dental surgeon Dr. David Langham and his wife are very pleased to announce the birth in February of their son, Rafferty. Both Mother and baby are doing well.

Mrs. Marianna Murphy, Mr. Houston's long-suffering Friday nurse will return to work in April after the birth of baby Michael. Our congratulations to her and husband Christopher.

## Taking Stock

One of the key "behind the scenes" staff members at the practice, Mrs. Michelle Fisher our Stock Controller will return to work in late June after her maternity leave.

We are all very grateful to our experienced Nurse, Miss Sarah Markwell who kindly took on this demanding role so efficiently during Michelle's absence.

Thank you Sarah, your hard work was appreciated.

## Return Trips

Following the birth of her triplets we are delighted that our Senior Nurse, Mrs. Sarah Ford has decided to return to the practice.

It is wonderful to have her back to assist her colleagues and help care for patients again. Sarah will work part-time on Thursdays with Dr. Ali.

Our thanks to long-serving Nurse, Miss Karen Tillman for leading the nursing staff so well whilst Sarah has been away.

Also returning in the spring will be our part-time Oral Surgeon, Dr. Chandran. Our grateful thanks to her husband Dr. Ananth for providing cover for her during her maternity leave.

As she is such a popular Specialist we know that patients will be very pleased to see her return.

# PRACTICE NEWS

---

## Exam Results

It is a pleasure to say "congratulations" to two of our support staff.

Miss Nicola Lewis, who is the receptionist for Dr. Law, recently passed her Diploma in Dental Reception course. Well done Nicola. We are pleased that all of your hard work paid dividends.

Miss Sarah Corke, who is Dr. Hinchliffes' hard working nurse, has qualified as a Dental Radiographer.

This is a valuable extra skill which is a welcome addition to her professional role allowing her to be of particular help with Dr. Hinchliffes implant cases. Our patients should benefit from her new knowledge.

## On Course for Success

Last autumn, our in-house dental nurse training course was assessed during a visit from the examiners of the British Dental Nurses Association. It was our hope that the syllabus would be recognised as having achieved the required standard to achieve national recognition. We are very pleased to report that our course has received accreditation and certification for the next three years.

Accreditation is a great honour and achieved by very few courses across the country. Most are run by hospitals and teaching institutions. So our trainers' achievements are a considerable and almost unique coup for a practice-based scheme.

Our three nurses who share the lecturing and assessment duties, Mrs. Jane Tluba, Miss Jolene Hudson and Miss Sarah Markwell have worked tremendously hard on behalf of their trainee colleagues.

We are very proud that their efforts have been recognised by their professional reviewers.

## 'Toe-ing' the Line

Patients of Mr. Houston may have noticed the absence of his main Nurse, Mrs. Jane Tluba during February. Jane took leave to undergo surgery on her troublesome toe. Thankfully, all went well and she is now back fighting fit.

In an unfortunate piece of symmetry, Mrs. Carol Calcutt, Dr. Hinchliffes' receptionist almost simultaneously fractured her toe and had much of late March and early April off whilst incapacitated in a plaster cast. Fortunately, Carol has now healed well and is back in harness.

## A Welcome Addition

The practice is very pleased to introduce a new colleague, Dr. Ceri Owen-Roberts who joined us in December from a practice in Cardiff. We are delighted that he has agreed to work with us on a part-time basis providing care for patients on Monday, Tuesday and Thursday. His pleasant manner is sure to make him popular with our patients. Dr. Owen-Roberts has a particular interest in implantology. He will share a surgery with Dr. Manasses. This is particularly convenient for our equipment logistics as both are left-handed.

## Supporting Roles

Our support staff are boosted by the arrival of four new members.

The nursing team welcome Mrs. Caroline Davies to their number. Caroline is a very experienced nurse and dental radiographer who joins us from a practice in Bristol. Recently she has specialised in orthodontic nursing but returns to a general practice role with us.

Also joining the nursing staff is Miss Yvonne Ward. Yvonne is an experienced Nurse who qualified from Bristol Dental Hospital. However, she has had a long term relationship with the practice as one of our patients. Welcome to the 'other side' Yvonne!

The reception staff will benefit from the additional skills of two new colleagues. Ms. Lizzie Bartlett joins us from a Practice Manageress role at an orthodontic group practice in Bristol.

She brings a wealth of experience to the practice with a long career as a dental nurse and in practice management behind her. Lizzie will augment the staffing in our Dental Hygienist department.

The main reception desk team are joined by Mrs. Fiona Jackson. Fiona joins us from a non-dental background but has fitted in well and has already proved to be of valuable assistance to Dr. Rahim.

## Retirement Announced

After many years of loyal service our Finance Controller, Mrs. Yvonne Littlewood has announced her retirement in the summer. We are grateful for all of her hard work on behalf of our patients and the practice throughout her career and variety of roles within our staff. Our best wishes to her and husband Brian with their move to the sun as they retire to Spain.

## Career Progression

We are proud to announce that Miss Jolene Hudson who nurses for Mrs. Houston has been accepted by Bristol Dental Hospital to study Dental Hygiene. After achieving a superb 'Pass with Distinction' in her dental nursing examination, this move to University is a logical career progression. We wish Jolene well with her two years of study to qualify as a Dental Hygienist and thank her for all of her hard work on behalf of the practice.

## Professional Responsibility

Our popular dental surgeon, Dr. Robert Snelling has recently been voted on to the Board of the Local Dental Committee. This is a singular and well-deserved honour for this hard-working colleague. We are very pleased for Dr. Snelling and wish him well with his challenging post. The Committee provide supervision, leadership and a political voice for the profession at grass-roots level.

## A Training Role (or two)

Mrs. Houston and our Senior Associate Dr. Alastair Cruse have recently been selected as trainers for the South West Deanery Dental Postgraduate Department. This will result in them combining their skills and experience to assist a recently qualified dental surgeon integrate into general practice following the hospital stage of their career.

We expect our Foundation Dentist to join us in early August. This is an interesting and challenging new role for the practice which we are all eagerly anticipating.

## Wedding Belles

Our popular and long-serving dental nurses Miss Natasha Jupp and Ms. Tracey Torrance have recently announced their respective forthcoming marriages during the summer of 2010.

All at the practice wish them and their husbands to be, every happiness in the future. We hope that the June and September weather is kind to them!

## A 'Bunch of Five'!

Following the recent accreditation of our in-house training course and our ongoing expansion we have recruited five new trainee dental nurses to augment our Weston-super-Mare staffing levels.

Thus, it is a very warm welcome to Miss Victoria Long, Miss Anna Trabska, Miss Heather Hudson, Miss Lucy Frost and Miss Emily Miller.

Victoria has been a patient of Mr. Houston's for many years and has recently gained a Bachelor of Arts degree. Anna has worked in America in recent years but hails originally from Poland. Heather has a background in the performing arts, Lucy has just completed her B.A at Bath Spa University and Emily transfers to us from a medical practice in Bristol.

We feel certain that the ladies will all study very conscientiously so we hope that all of their hard work will pay dividends at examination time two years from now.

Good luck in your new careers ladies. We look forward to working with you.

### PRACTICE OPENING HOURS

Monday to Friday 9.00 - 12.45  
2.00 - 5.30

### THE STAFF

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

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

Associates:  
Dr. Steven J. Hinchliffe B.D.S.

Dr. Robert Snelling B.D.S.

Dr. Ziad Ali B.D.S., M.F.G.D.P., M.J.D.F.

Dr. Ghali Zuhur-Adi B.Sc., B.D.S., F.D.S., R.C.S

Dr. Ceri Owen-Roberts B.D.S

Dr. Louisa Piek B.Ch.D.,D.P.D.S

Dr. Susan Manasses B.D.S.

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

Dr. Neil M. Dibden B.D.S

Dr. James Rocha B.D.S

Dr. David C.J. Langham B.D.S

Dr. Meera Nevis B.D.S, M.D.S., M.F.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. T. Richard Pyke B.D.S

Dr. Devin Vaghela B.D.S, M.F.D.S.,  
Cert. Adv. Aes. Dent

Dr. Christopher Lambert-Rose B.Sc., B.D.S.,  
D.P.D.S., M.F.D.G.D.P

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)

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

Mrs Bernice Maenzanise 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.