

# Patient Newsletter

## Craigentenny Dental Care

November 2022

### *Welcome to the Winter Newsletter*

This newsletter comes to you as we finally draw towards the close of a long 15 months of construction and renovation around the practice. We have a few more weeks to go but the end is very much in sight.

Most importantly with the colder weather arriving it is nice to be able to finally get rid of the need to wait outside the building. So when you arrive please just come right on in to reception. Our new patient entrance shown in the picture here, is now to the right hand side of the building as you face it, just follow the path with the timber sleepers and lights.

The team are not in any way regretting the demise of our gazebo which had to be erected daily for the last two years and having a seating area back where we can come to find all of our patients in just one place is also helping to improve our time keeping.

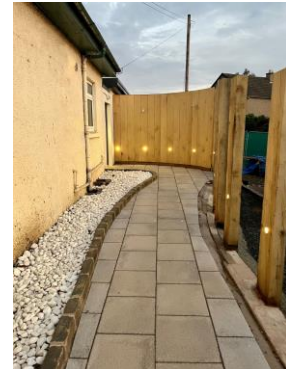
Similarly we are very much looking forward to being able to reclaim our car park when the builders cabins leave, which going to plan, should be before Christmas.

Our upgraded facilities are designed to make your visits to see us more pleasant, less stressful and most importantly improve the level and range of care that we are able to provide in house. No doubt there will be some teething problems but I am sure that the team will rapidly iron these out. There is more information on what to expect at your next visit inside the newsletter.

Finally I hate to mention it so early but, details of our Christmas and New Year opening hours are noted below too. Please do remember though that even when we are closed there is help available 365 days a year with full details on how to contact our out of hours service on our answering machine whenever we are closed. In the mean time we all look forward to welcoming you to the practice in the coming weeks and months.

With all good wishes

*Fraser, John & the Team at Craigentenny*



### Inside this issue:

#### 3D Imaging

New imaging technology installed.

#### Facilities Update

Information on our renovations and facilities update

#### Team News

More New Arrivals!  
Team News and what we have been learning over the last few months

### Contacting The Practice

Over the festive period you can check arrangements for emergency appointments out of normal hours on 0131 669 2114

If you need to message us about an appointment at any time you can Text us on 07862 138 760 .

### Festive Opening Hours

Fri 23 <sup>rd</sup> Dec	8:10am - 12:30pm
Mon 26 <sup>th</sup> & Tue 27 <sup>th</sup> Dec	Closed
28 <sup>th</sup> - 29 <sup>th</sup> Dec	Usual Opening Hours
Fri 31 <sup>st</sup> Dec	8:10am - 12:30pm
Mon 2 <sup>nd</sup> Jan & Tue 3 <sup>rd</sup> Jan	Closed
Out of hours emergencies call 0131 669 2114	



## New technology: - 3D x rays & imaging

Almost 2 years ago we invested in an intra oral scanner which allows us to do away with traditional impressions for many of our routine procedures. This has helped speed up some of our workflows, improved our ability to plan treatment in advance. Most patients since then have reported finding the scanning process much easier than a traditional impression. Our journey towards a more digital practice continued in October with the installation of a Cone Beam CT Scanner in the practice. This state of the art equipment allows us to take

digital 2d and 3d x rays without the need to place a film or sensor directly into your mouth. The arrival of the scanner means that we can now complete all stages of implant or oral surgery treatments in house and plan more accurately in advance. With much of healthcare in complete overwhelm and long waiting times post covid this will help us on our quest to continue to reduce waiting times for oral surgery, orthodontic and implant treatments at Craigentenny.

The process to install the scanner has been a lengthy one starting from creating an ideal space for it when our original planning application went in more than 3 years ago.

On the run up to going live we have had the scanner installed, validated by an independent inspection. Finally each of the team members involved in its use had to complete around 15 hours of additional training.

## New Reception and Seating Area Opens



Our new entrance and reception area is much more open plan than our previous one and will ultimately have 4 workstations to allow us to help you more rapidly before and after your visits with our clinical team.

There is a larger seating area that overlooks what will (eventually) once again be the practice garden. Once restored to its former glory, hopefully this will be a view that helps to keep your blood pressure down before your appointment. Optimistically for those

summer days we also have a small decked area for waiting outside if you choose.

The car park has a paved parking space immediately beside the front door and a flatter ramp, this is available to use now and should make getting into and out of the practice easier for our patients with mobility issues. The old entrance ramp is being (noisily) removed as I write and this will also help to free up space for manoeuvring in the car park too.



The final stages of our project are converting our old waiting room into a surgery and reshaping or 2 smaller surgeries to give us more room and better natural light. These stages are well underway and now at decoration stage so with luck we should be able to retire our temporary surgeons and have the entire clinical team back under the same roof by christmas time.

## Team & Practice News

### Qualifications and Training

As 2022 draws to a close many of the team are completing their planned training and development for the year.

Congratulations are due to Jack Moffat who has completed his dental nursing training and passing all exams with flying colours.

Joanne Cubitt also now completes a year long course in cosmetic and aesthetic restorative dentistry. Callum Ward and Fraser Hendrie have completed level 1 and level 2 training for use of our new cone beam 3d scanner.

The team take staying up to date seriously and are already planning their training for next year with more than 100 hours of in house training a dozen courses already booked.

### And Finally.....

As 2022 draws to a close it is worth noting that "healthcare" in general has had a tough year with a real shortage of personnel a major factor in the waiting times that have sprung up in both hospitals and general practice. Many of these challenges have been as a result of a shortage of team members and we are very fortunate to have a full complement of dentists, hygienists, therapists throughout.

With our reception team now back to full strength and our nursing team heading in a similar direction we hope that 2023 will be more manageable. The surge in demand that we have experienced at Craigentenny is quite unlike anything I have seen in the last 25 years and from talking to colleagues I believe we are not alone. Although our ability to complete some routine treatments as quickly as we would like has temporarily reduced we do keep appointments aside every day to see you without delay if you have an urgent dental issue. I hope that by the time we send our next newsletter we can return our focus more to the subject of dental health and the many ways that the team can help you to optimise this.

### Waiting Times For Treatment

We continue to work to bring our waiting times for treatment down. In terms of our hygienist service we now have appointment availability within a few weeks and have also activated some elements of our software to identify short notice spaces that occur so that these do not go to waste. Our dentists remain very heavily booked but are working with the nursing team to create as much surgery time as they can.

### A New Arrival

The Craigentenny family continues to grow as we congratulate Chloe Smith on the arrival of her new daughter Tori-Lee. Both Mum and Baby are doing well and have already been in to see us on a few occasions

### A boost for the reception team

During our renovations our reception team have been shoe horned in to a very small space with only 2 stations to work from, thankfully now with more room to move we have also been able to add back a 3rd reception terminal and more importantly we have expanded our reception team. Helen and Sharon join Caitlin who has been working hard for many months to keep reception on track. Our new reception team are already helping things to run much more smoothly and improving our timescales for answering phones & responding to e-mails.



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