

# Whitgift

D E N T A L  
P R A C T I C E

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Hi All!

Firstly I must start with a confession; it has been nearly a year since my last Newsletter. So this newsletter will cover what's been happening since then.

Unfortunately Croydon was in the news this year for all the wrong reasons; we saw some truly horrific sights. The shopping centre was targeted by mindless looters, but came off lightly compared to Reeves and those affected on the London Road (West Croydon). Let's hope we never see anything like that again. Thanks to those of you who took the time to call to check we were okay.

## October 2010 - 40th Anniversary

### STOP THE PRESS!

Well maybe not quite that far. What we thought would be a great marketing opportunity didn't turn out quite as planned.

As we celebrated our 40th Anniversary last year along with the Whitgift Centre, they asked Shahin (Dr Lalani) to cut the 5 tier birthday cake for the Centre.

We were told she would be asked a few questions about the shopping centre and her business then she would be asked to cut the cake.

She was introduced as Shahin from the Chinese Bakery - who had supplied the cake. Need I say any more?!!



## Julie's half marathons

I completed my second half marathon in September 2011!

I would like to say a massive thank you to everyone who sponsored me in 2010/2011. Last year I put in a lot of training and completed it in 2 hours 12 min. This year I did a fraction of the training I did in 2010 and only came in 30 seconds slower than last year. I'm really going to try for under 2 hours next year. (Wishful thinking!)

The approx. total I collected for St Christopher's Hospice over these two runs was £3,000. Last year St Christopher's asked me if I would give a talk on fund raising as I had done so well. I had to confess it came down to the generosity from friends and family, but the bulk of the money came from patients at our practice. I put a notice up you could not miss and then put a plug in our newsletters - great strategy!

Thanks again for supporting me!

## Denplan and Us

We are very pleased to announce that our new dental plan administrators are now Denplan. Denplan are the UK's leading dental payment plan specialist and have been around for over 25 years.

The dental payment plan they have arranged for us is Denplan Essentials. This is a monthly dental payment plan which helps you pay for all your routine dental care such as check-ups, x-rays and hygiene visits.

The dental plans include worldwide dental injury and dental emergency cover as well as access to Denplan's 24-Hour Worldwide Dental Emergency Helpline.

To find out more about the dental payment plans and what's included please ask a member of the Practice Team for a copy of the Denplan literature or visit their website at [www.denplan.co.uk](http://www.denplan.co.uk)

Please note that terms and conditions apply.



**Denplan**  
At the heart of dental care

## What's new with us 2011!

Over the past few months we have had some changes to our team.

We are sorry to say Marnie our hygienist for the last five years has left and we would like to thank her for all her hard work and support. Some of you have already sent her your best wishes which we have passed on to her. We will all miss her as I'm sure you will.

On a happier note say 'Hello' to Maxine and Lourdes!!

Maxine works alongside Shahin Lalani. She has been with us since April and has fitted in extremely well; she is popular with staff and patients and is a great asset to our team. Maxine has worked as a dental nurse for the last 16 years and qualified in 2004.

Lourdes has taken over from Marnie. She works two days in London and the rest of the week with us. She has proved very popular in just the short time she has been with us. I hope you will all make her welcome. I've sung your praises and told her you're the best patients ever, so don't let me down!

We have been very lucky to have two lovely people join our team.

## Missed appointments

When appointments are missed with the hygienist or dentist the practice has tried to swallow the cost; unfortunately this is no longer possible.

So, if you miss an appointment or cancel at short notice i.e. on the day you may incur a charge of £10 per 15 minutes. We can send you a reminder by text 2 days before your appointment to help you remember, so please let us know your mobile number or update it if it has changed.

## Special Offers for Christmas 2011

How about treating yourself or a loved one to a brighter, whiter smile!

### Smile!

- Tooth Whitening 12 nights treatment instead of 6 nights.
- Plus 25% discount: offer price £235.00!

Terms and Conditions Apply - contact the practice to book now

### Friends and Family Offer

Beat the January price increase and introduce a new patient to the practice. They will only have to pay £45 instead of £65 for a new patient consultation and you will also receive a token of appreciation from us!

### Offers extended till the 31<sup>st</sup> January 2012

Don't forget a check-up for 18-20 year olds is only £20 instead of the "adult" fee of £34.40.

## We've gone digital

In August of this year we invested in the latest digital x-ray equipment.

Some of the advantages are:

- No more waiting for an x-ray to be processed by the developing machine
- Reduced radiation exposure – shorter exposure times/doses
- Improved picture quality
- Kinder to the environment as we no longer have to dispose of developing chemicals, or the lead backing used in traditional x-ray films
- The x-ray images can be manipulated electronically for enhanced diagnostic ability
- The images can be printed or emailed when we refer patients to specialists
- The developing process is completely removed which could have been a source of inconsistency and error

## Fee increase 2012

We have deferred our annual fee increase of September 2011 to fall in line with Denplan's policy of fee review on January 1st each year. The new fees will commence from January 1st 2012.

Denplan will write to all patients individually informing them of any changes in their direct debits.



## Lyn had kittens!

Well not Lyn but a stray cat that made itself at home under her stairs and gave birth to 3 kittens, two ginger and one black and white. As Lyn already has two cats of her own, another three was not really an option. Unfortunately she had no help from the RSPCA, Cat Protection, Celia Hammond Trust or the PDSA. Lyn found a very kind and helpful lady called Barbara Allen who's an 'animal rescuer'; Barbara came to her aid and took the cats for re-homing.

[www.croydonanimalsamaritans.co.uk](http://www.croydonanimalsamaritans.co.uk)

## Did you know?

Kissing a donkey was supposed to be a great way of relieving toothache, according to 'experts' in Germany in the Middle Ages. I'm not suggesting you all kiss me before seeing your dentist!

Kind regards *Julie*

