

St Anne's Check Up Newsletter



St Anne's House
DENTAL PRACTICE COOKHAM

So what's new...

We are proud to have St. Anne's House appear in 'The Dentist' Magazine and be shortlisted for the **2018 Best Practice Award**.

Take a look <http://www.cookhamdentist.co.uk/pdf/making-statement.pdf>

This year we opened our fourth clinical treatment room, with **state of the art equipment** - upstairs, at the front of the building, with great views of the busy high street and lots of light. The bright **pink chair** has also gone down very well and certainly gets a **reaction from everyone**.

To help those who wanted help making high quality dental treatment more affordable

We have signed up to a Finance Scheme - using '**Dental Finance**' - to enable patients to spread the cost of treatment. Please see posters in reception or our web site or ask for more details. The dentists will be introducing this scheme to patients who have been provided with a treatment plan to enable them to **pay over a time scale to suit them** - subject to financial approval. Please be advised this is at no additional cost to the patient - it is 0% interest free - **all costs are covered by the surgery**.

New Editions to our Team:

We carefully recruited a new nurse - and are very proud to have **Alexia Petrides** join us as our very first trainee under **The National Apprentice Training Scheme**. She has been with us for over a year and has been a real revelation and continues to improve and learn beyond our expectations; you'll be glad to know she has become a really positive and core member of our team.

Furthermore, you may have already come across **Dr. Harj Singh Bansal** who joined as a dentist in October 2017 - this **inspirational and genuine clinician** has a whole newsletter dedicated to him - please ask for a copy.

This October our team has expanded further, that's right, no one has left, in fact due to



Alexia Petrides

heavy demand we have recruited carefully another clinician who reflects our values at St. Anne's House. Please welcome the very **charming and personable Dr. Rohan Verma** who you will learn more about in the coming months.

People who leave our team, always come back

Our very own **Lynne Runesson** went away for a short sabbatical and has come back with a new **promotion, as our Practice Administrator**. She adds to her years of experience as a receptionist and a solicitor to now managing and running our entire back office. 5 months off expanding her horizons, have brought her back where she belongs, to **our wonderful and complete team**.



Time to Celebrate...

We recently achieved over **(65) 5* star reviews on Google** (which is a true testament to our wonderfully caring team). Our aim is to get to 100 by the end of the year, with your help, we are on course for this.

Do take a look at our website if you'd like to see what our patients are saying about us online:

www.cookhamdentist.co.uk/testimonials

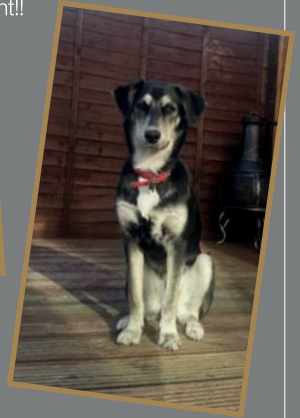


Become a Member of St. Anne's House from £9.99 per month

Please take a look at our website for more details www.cookhamdentist.co.uk or speak to a member of our reception team.

Pets Corner For the first time, we thought we'd introduce you to our pets just to prove we are a lot of softies at heart and love our cuddly animals. Between the team we have dogs, cats and even rabbits. This edition we feature our nurse, **Louise James' dog Melba** and her two rabbits - Treacle and Chopper. Melba is a beautiful Border Collie and Siberian Husky Cross. She is 3.5 years old and unsurprisingly loves to run, so much so she ran into the side of Louise a few months ago and dislocated her knee in the park by accident!!

She will happily run alongside a bike for 2 hours with no problem. She is a **gentle soul, cuddly and caring**. She would be happy to sit and listen to you all day long as she is being stroked or being bribed with treats. She loves to go walking in new places to experience the sights and smells of the countryside and is regularly seen on Bognor beach when she is visiting family. She has a pair of Doggles for when she puts her head out of the window so she can watch the world go past without getting dry eyes! Melba has an **unusually soft coat and is tricoloured**. She has the pretty eye brow features of a Husky and can be very expressive. She was lucky enough to be **picked for a modelling agency** and has been on the books for 1 year... no jobs yet but keep an eye out on TV, adverts or posters as she may pop up somewhere! Melba and Lou have decided to give a little something back.



Team Building Three of our team plus Melba (the dog), **climbed Snowden** earlier this year as a way of getting active again. They enjoyed it so much, they're already **planning their next trip**. If you have any suggestions for them, please do tell **Louise, Sarah or Alexia** next time you're in.

Get to know your Dentist

In this edition, we profile our very own **Dr. Julie Yeung**, who has been at the practice for **30 years**. I bet you didn't know that. Our aim is for you to get to know each of our dentists and learn more about our team, so they don't seem so scary the next time you're in. All previous editions are on our website in case you've missed them.



What made you decide to become a Dentist?

A one-week stint of work experience at a dental practice whilst in lower sixth form and I was hooked! I had actually wanted to study genetics (before it was a sexy subject and still mainly for nerds) but my parents in their wisdom "suggested" that maybe a vocational degree would be a better choice and I could always do a pure science degree after that. Parents are clever that way.

What are the highlights?

I would have to say there are three aspects: having been at St Anne's for 30 years I would say it is **building a relationship with several**

generations of families and getting to know my patients over that length of time. Clinically it would be getting patients out of pain or discomfort and into a dentally healthy and stable place. Also, **improving someone's appearance** and seeing the difference it makes to their outlook **and self-confidence**.



What are the lows?

Occasionally, not being able to sort out someone's problems quickly. In dentistry, we are fortunate compared to in other healthcare sectors in that we can usually diagnose and treat a problem in a very short space of time.

What is your favourite procedure?

Root-treatment - mainly because it is so intricate and can be a challenge.

What would you have been if not a dentist?

A geneticist!

What do you do in your spare time?

Hang off a trapeze, aerial hoop or silks! More sedately I do enjoy walking, cooking, going to art exhibitions, the **theatre and classical concerts**. (i.e. making the most of living in London!)

What is your favourite holiday destination?

France, Switzerland and Italy for walking. I would also love to go walking in California and New Zealand.

What is your favourite film?

The Kings Speech.

What is your favourite book?

1Q84 by Haruki Murakami. Spookily I identify with the main female character - she's an assassin!

What type of music do you like?

Baroque music, particularly the vocal and choral music and opera. I love the counter-tenor sound which is the modern-day substitute for the 17th and 18th century castrato voice!

Look out for Julie online in the **Ryvita Advert 'Julie meets Davina'** on the Ryvita website: she features in an on-line advert with Davina McCall looking fab !!



<https://www.ryvita.co.uk/living-well/davina>