



THE GALLERY DENTAL GROUP

Something to smile about

www.thegallerydental.co.uk

Tel: 01280 822567

www.meadowwalk.co.uk

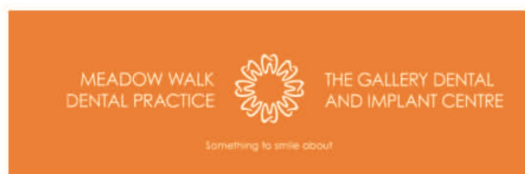
Tel: 01280 812701

Best patient care entry

The team at The Gallery Dental Group, comprising Meadow Walk and The Gallery Dental & Implant Centre focus on providing a consistent experience to all patients. At the morning meeting, the team are made aware of patients due in, highlighting new, nervous and anxious patients. By ensuring the whole team are aware of individual patients' needs visitors can experience a consistent welcome, understanding, and care from all those they come into contact with.

From talking to nervous patients, we find that some of their anxiety comes from feeling rushed and hurried at other dentists. At The Gallery Dental Group we take the time to put a patient completely at ease, and allocate longer appointment times for new and nervous patients. Depending upon an individual's needs, we can spend up to an hour with a patient, making it a priority to establish what the patient is looking for and discussing our approach to their care; this is done in a calm setting away from the clinical chairs to help the patient relax.

During the examination or treatment we keep the patient fully informed, providing reassurances, with the nurses chairside support and care. Where further treatment is required a treatment plan is prepared; options and any risks are discussed to ensure a clear understanding. Dr Balaji provides his direct line to patients who have undergone extensive treatment, for any 'out of hours' concerns.



Welcome

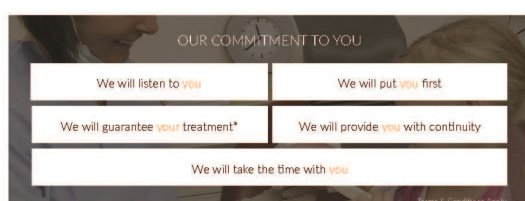
It is our great pleasure to welcome you and your family to the Gallery Dental Group. Our main aim is to provide you with the best, up to date treatment from our very experienced dental team in a comfortable environment.

This welcome email provides you with:

- Testimonials
- Introduction to the Team
- Fees and Guarantees
- Cancellation policy, Opening times and Emergencies
- The importance of a visit to the Hygienist
- Information on Cosmetic treatments available
- Keeping your records - Data Protection
- Disclosure of information
- Complaints policy
- Frequently asked Questions

Our website provides you with information about our practices and the services which could benefit you and your family to maintain the best oral health.

Your dental care is important to us, we will listen to your needs and carry out a full consultation at your first appointment, which will enable us to prepare your plan. Often this may be to continue with routine examinations at regular intervals or a step by step treatment plan which we will discuss with you any restorative treatments or tips to improve and prolong your oral health.



reception@meadowwalk.co.uk T: 01280 812 701 | info@thegallerydental.com T: 01280 822 567



After care for Implant placement

Normally we find that patients only experience minor discomfort after implant placement. Any symptoms can be minimized by following the instructions.

- 1) Regardless of whether you feel any pain after the anaesthetic has worn off, it is important to continue to take a painkiller that also acts as an anti inflammatory which will reduce any swelling. F.g. **Neurofen Plus**.
- 2) Minor oozing may discolour your saliva for some hours after leaving the surgery. However, if bleeding continues, identify the source and apply pressure using a gauze pad soaked in cool salty water for fifteen minutes. This may be repeated 2-3 times but, if bleeding continues, contact the surgery.
- 3) It is a good idea to sleep with an extra pillow to lift your head for the first 2-3 nights – this will reduce the amount of swelling that may occur.
- 4) Smoking and alcohol should be avoided for a few days after the implant placement as this can impair healing. Do not smoke for 2 days prior to placement.
- 5) If you have had a sinus procedure, avoid blowing your nose for approximately 2 weeks after surgery, also try and sneeze with your mouth open, this will help prevent infections.
- 6) For the first 2-4 hours do not consume any hot liquids. E.g. soup, tea, coffee.
- 7) For the first 24 hours minimise your exertion: rest, books and TV are best.
- 8) The day after surgery (not less than 24 hours) commence warm salt rinses 2 or 3 times daily. Do not use any proprietary mouthwashes.
- 9) After each meal, gently rinse your mouth with warm water.
- 10) Gently brush the area where the implants have been placed for up to a week.
- 11) Try not to explore the area with your tongue as it may loosen the stitches.
- 12) Please avoid flying or swimming for 2 weeks after surgery if you have had a sinus procedure.



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"I have always been a nervous patient and found it a struggle to attend dental appointments calmly. Dr Balaji is such a gentle dentist and always has time to listen any dental concerns I may have. Even if I need injections they no longer upset me. There is always a kind dental nurse at hand who is equally as gentle as Dr Balaji. I feel very fortunate to have found a dental practice that provides such outstanding care and cares for patients like me."

Katy V

Following up is routine protocol; a member of the team will phone a patient the day after a procedure to see how they are, and to keep them fully informed. We find this helps put patients' minds at ease, and builds up a professional relationship. It's a way to ensure communication is open and honest with patients.

"Dr Balaji and his team are highly professional and efficient. What is more, they are welcoming and kind and appear to have all the time in the world. The calm and quiet welcome each time is so important in setting the patient's mind at rest. Dr Balaji has now done three implants for me and I could not have asked for better treatment and results. Thanks to his whole team."

Anna M

The team have years of experience, and knowledge, in addition to their individual professional qualifications. This helps to provide quality and consistent care for all patients. With some staff having been at the practice for 25+ years, many patients have built up trusting relationships with them; patients come to know and expect continuity of care and expertise at every visit. Our USP is guaranteeing some treatments. New staff members are embraced by the team, and soon become familiar with patients and their specific needs, largely due to the morning briefings.

The patients also feel part of the practice; they pop in with home-grown vegetables, in addition to home-baked cakes and treats to say thank you for looking after them. At the practice we also offer a book swap, and many patients come in to swap books. Some of our artistic patients have provided artwork which is displayed on the walls in the lounge.

"I enjoy coming to the dentist, and so does my son, as it is a friendly and welcoming practice. The ladies on reception are always very cheery and happy, and make us feel relaxed. The dentist treats my son kindly and he gets a sticker when he is finished. He actually asked me today, when he was next due to go as he likes it there and sees going to the dentist as a positive experience. If any treatment is required it is done efficiently and professionally and teeth cleaned well by the hygienist."

Nicky C



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Striving for clinical excellence

Dr Balaji constantly keeps up-to-date with changes and developments within the industry to continually further his knowledge and skills. This year attending:

- The Chairside Approach WeldOne & Conometric Concept in Italy, a process to create a temporary or permanent prosthesis of the highest quality immediately after surgery to replace missing teeth
- Urban Dental in Budapest, advanced surgical master curriculum in re-generation implant dentistry in bone augmentation
- Augmentation Procedures in Germany, an advanced training programme on bone grafting and soft tissue management with hands-on training

The team are committed to their own CPD within their job roles, to ensure their knowledge of new products and procedures are up-to-date. Dentist Hellen qualified in invisalign teeth straightening earlier this year.

The Gallery Dental Group are able to offer the latest in patient care all under one roof including CT scans, bone-grafting, implants, endodontics, invisalign and hygiene appointments. Some patients travel from afar including France and the Isle of Wight.



"I cannot thank the practice enough for their expertise, care and attention. I have undergone extensive dental work, including eight perfectly formed porcelain veneers. The dedication and overall care of all the staff at the practice makes me feel at ease during every visit. Dr Rob Cookson and colleagues are the reason I can smile with pride. My smile is so well reconstructed, people think I've always been blessed with perfect teeth! Even though I have now relocated to Sheffield, I will continue to make the journey to Buckingham in order to continue to gain the best in high-quality dental care."

Victoria M



"I recently visited Dr Balaji for some treatment and was totally impressed with the quality of treatment and care provided. I would not hesitate in returning and felt totally at ease and comfortable with everything."

Val C



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Before and after patient images

