



# THE GALLERY DENTAL AND IMPLANT CENTRE

Something to smile about

www.thegallerydental.co.uk Tel: 01280 822567

## Best treatment of nervous patients entry

The team at The Gallery Dental & Implant Centre are completely aware that some patients are very nervous of visiting the dentist. For some, this may be a lifelong anxiety, and for others, a reaction to previous bad experiences. Headed up by Dr Balaji, the team at The Gallery Dental & Implant Centre are experienced in dealing with nervous patients. At the morning meeting each day, the team will be made aware of any nervous or anxious patients due in. By ensuring the whole team are aware of patients' needs visitors to The Gallery Dental & Implant Centre can experience a consistent welcome, understanding, and care from all those they come into contact with at the practice, from the receptionist, dental nurses, hygienists, to Dr Balaji himself.

At The Gallery Dental free 'Smile Consultations' are offered to encourage nervous patients to visit the practice and meet the team and dentists without having to worry about any treatment or examinations. They can familiarise themselves with the practice and surroundings. It is a way for patients to check that they like the practice and the team; a no obligation confidence booster. All patients are offered refreshments, and have a chat with Clair, Head Dental Nurse, or Dr Balaji so they know what to expect, and can prepare themselves.

*"Last year I was introduced to The Gallery Dental. I was a very, very, nervous patient having had a very bad experience some years ago. I was so nervous that I had attempted, and failed, to visit 3 dental surgeries over the last 4 years, leaving in a panic before even seeing a dentist. I then found Dr Balaji. My initial visit to The Gallery Dental was a whole new experience for me. I was treated with understanding and kindness by everyone and have never looked back."*

**Eddi B, Leighton Buzzard**



From our experience of talking to nervous patients, we find that some of their anxiety comes from feeling rushed and hurried at other dentists, and not being made aware of the procedures. At The Gallery Dental we take the time to put a patient completely at ease, and allocate longer appointment times for nervous patients. Depending upon an individual's needs, we can spend up to an hour with a patient, listening to the patient, discussing our approach to their dental care. We do this with empathy, and not in the clinical chairs, but in a calm setting to help the patient relax.

We also consider the appointment time of booking nervous patients in e.g. if it's convenient for them, they are booked for an appointment first thing or just after lunch. This way patients do not have to sit in the waiting room; any paperwork is completed in advance or at the smile consultation, to save any build-up of anxiety or nerves.

We take the time to fully explain any procedures which may be required, answering all their questions, and ensuring they fully understand. We have found this approach puts patients at ease, helps them relax, and gives them the opportunity to ask any questions; reassuring them, that there is no such thing as a silly question. Taking this approach helps ensure the patient can manage their anxieties by discussing them directly.



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*"If there is anyone out there who is in need of dental services of any kind, I can strongly recommend The Gallery Dental & Implant Centre. All the staff are extremely friendly, as well as being hugely talented. For someone like me who used to find every visit to the dentist a fear-inducing experience, the quiet confidence of The Gallery Dental has been an oasis."*

**George H, Buckingham**



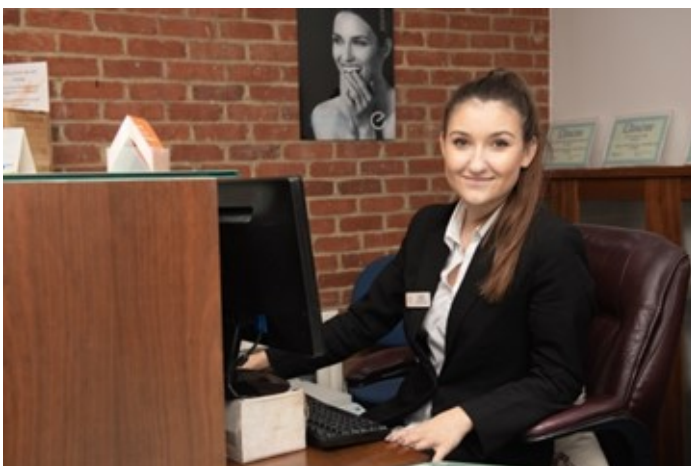
Over time we work with patients to reduce their anxieties. We find by telephoning the patient after their treatment the following day to ask how they are, and keep them fully informed, we build a professional relationship which puts them at ease as they get to know and trust the team.

*"When you sit in the chair you know you get the reassurance from the nurses that everything is okay and if they can see or sense you aren't happy they stop and reassure you, and that is important for someone who is very nervous."*

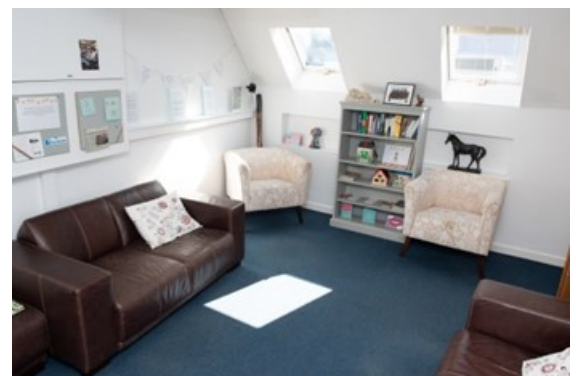
**Clifford T, Buckingham**

For very nervous or anxious patients Dr Balaji and his nurses are able to provide conscious sedation. The sedation is popular and enables patients to relax, and helps boost their confidence whilst the treatment is carried out. The sedation is administered through IV (intravenous) Midazolam and works within minutes. Patients under sedation are conscious at all times, but sometimes may fall asleep.

The whole layout and decoration of The Gallery Dental is designed to provide a calming and relaxing atmosphere.



A warm welcome awaits every patient



The relaxing lounge has natural daylight and comfortable chairs to help put patients at ease



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The team at The Gallery Dental & Implant Centre  
focus on providing exceptional patient care



Complementary tea and coffee are available

Testimonials from nervous patients can be seen at: <https://thegallerydental.co.uk/new-patients>.

We pride ourselves on the attention to detail, understanding, and recognition of individual's needs. This bespoke consistent approach to treating nervous patients has resulted in patients returning to The Gallery Dental for all their dentistry needs.

*"I was a very nervous patient with other dentists, and I was apprehensive at the start because of what having the implants involved. But I was soon put at ease and had total confidence in Balaji's professionalism. Nothing more could have been done and as a result I was relaxed during the whole procedure and felt no discomfort. Aftercare was excellent and I made a very quick recovery. I could not have asked for a better team to do the work. They made all the difference. If I had not felt happy then I would not have had further implants. I believe Balaji is one of the very best dentists doing implants, and I would not use or recommend anyone else."*

**Robert S, Buckingham**