



TrafalgarTalk

Welcome to the first issue of our Trafalgar newsletter, our aim is to keep you up to date with the latest news from within our network of dental practices and the dental community.

Welcome to Trafalgar

SCA Trafalgar dental services has seven dental practices across Hampshire and Dorset and currently around 75,000 dental patients receive NHS and private dental treatment through our network of surgeries. Trafalgar is extremely passionate about changing lives and helping thousands of people improve their oral health and hygiene.

You are reading our first issue of Trafalgar Talk! We have designed this newsletter to ensure that our patients are kept up to date with the latest news, not just from within our dental practices, but also from the dental community as a whole.

We would like to take this opportunity to thank you for being one of our valued patients and we look forward to treating you within the practice.

Social networking

We are now pleased to be part of the ever popular Twitter network. Please follow us—@trafalgardental



The Care Quality Commission (CQC) regulate, inspect and review our practices to ensure that we deliver safe, effective, compassionate and high quality care to our patients.

Six of our practices have now had their inspections and each site met all standards. You can view the full reports by visiting the CQC website—www.cqc.org.uk

New Year, new you!

Have you ever thought about teeth whitening?

Opalescence whitening gel offers professional whitening results for people who want to brighten their smiles on the go. Opalescence whitening gel is quick and easy to use, so you can begin brightening your smile as soon as you leave the practice!



Special introductory offer
£150.00!

Speak to your SCA Trafalgar dentist today!



General Dental Council

protecting patients, regulating the dental team

The General Dental Council is the organisation which regulates dentists and dental care professionals in the United Kingdom. Trafalgar Dental Services adheres to the GDC's scope of practice at all times to ensure that we comply with current standards and regulations. You can view the GDC's scope of practice and search the professional registers on the GDC website— www.gdc-uk.org

Keeping in touch

We offer a text message reminder system for your booked appointment. Two



days before your appointment you will receive a text message to remind you. To ensure that you receive these helpful reminders, please check that the reception team has your correct telephone numbers.

Oral Health = Overall Health



Visit our Hygienist

Not only does visiting the Hygienist help in the prevention of gum disease (the main cause of adult tooth loss) but another good reason to pay her a visit is that research has shown that oral health is linked to your general health.

We have a dental hygienist at each practice who can offer you a variety of treatments. Please contact your local practice for further information.

Please note: Hygienist services are available on a private basis on referral from your dentist.

Mouth cancer

Did you know that visiting the dentist could save your life?

The reason is simple – part of our examination process is to check for signs of oral cancer and early diagnosis can make all the difference between life and death.

Around 4,400 new cases of mouth cancer are diagnosed in the UK each year, and these figures are on the increase. Early diagnosis can improve your chances of survival from 50% to nearer 90%

Those aged over 40 are most at risk, especially if they smoke. Drinking alcohol is also a contributory factor and if you smoke and drink to excess at the same time you are up to 30 times more likely to develop the disease.

Early symptoms include mouth ulcers that do not heal, white or red patches, or any other unusual changes in your mouth. If you notice any of these, it is important to get them checked out as soon as possible.

During your regular examination we always look for signs of anything suspicious in your mouth and throat. If we do spot any potential problems, we will let you know immediately and refer you to see an oral surgeon.

SPEAK OUT ABOUT MOUTH CANCER

An estimated 400,000 new cases of mouth cancer are diagnosed across the world every year.



www.mouthcancer.org



Go smoke free!

Thousands of people have quit smoking with the help of the NHS smoke free campaign and so can you!

www.nhs.uk/smokefree



Patient Case study

Dentist: Dr Agnes Rasala

Practice: Trafalgar, Swanage, Dorset

Treatment: This patient required both of her upper front teeth (central incisors) to be extracted, the patient was concerned about being left with a gap. The patient is thinking about having dental implants or a bridge later on in the future but wanted an alternative treatment in the meantime to replace the missing teeth.

After extraction, Dr Rasala has provided the patient with an immediate partial denture, this means it was fitted on the same day the teeth were removed.

This treatment was provided under the NHS as a band 3 charge (£214.00) please ask reception or visit www.nhs.uk for further information on NHS dental charges and exemptions.

Patient testimonial:

'The dental team made me feel at ease with no pain during or after treatment. The treatment was excellent and I am extremely pleased with the dental work.'

Dr Rasala's comments:

'We were happy and enthusiastic to provide this treatment to the patient to improve her Oral health and it is never too late to give the options to the patient to suit their lifestyle and finance. We are pleased to have helped the patient regain her smile and help her anxiety.'





A day in the life.....Working at SCA Trafalgar

Full name: Paula Hunt

Job title: Full time dental receptionist at our Brune practice in Gosport.

Length of service within SCA Trafalgar: Nearly six years.

Favourite aspects of the role: My favourite aspects of the job are the interaction with the patients although I enjoy the diversity of all the duties that the job role brings.

What do you like most about working for SCA Trafalgar?

The main likable aspect is the team of people that I work with and the training that SCA provide.

Career aspirations: Since working with Trafalgar I have completed the NVQ level 2 Customer Service & NVQ level 3 Business Administration and I am comfortable in my current role.

“My job involves greeting patients, answering the phone lines, making and confirming appointments, taking payments, fire walks of the building, filing, faxing and sending referrals, the initial dealing with comments, concerns or complaints, collating the patient satisfaction survey results and end of day and week banking”

Employee of the month!



We think that it is important to recognise the hard work and dedication that our staff provide and we hold monthly and annual staff awards to reflect on this. If you would like to be part of staff appreciation, please speak to the dental practice manager.

Please see our website for all winners—
www.scagroup.co.uk

Please provide us with your feedback.....

We would like to take this opportunity to say thank you to all of our patients who have kindly taken the time to give us some lovely compliments which are very valued. If you would like to give us some feedback or have any suggestions, then you can do so via the following ways:

- ⇒ Leave us a comment or suggestion on our **practice comments pages** or in our **suggestion box**
- ⇒ Fill out a **patient satisfaction survey** at the practice, these are available for children too!
- ⇒ Leave feedback on our profile on the **NHS choices website** - www.nhs.uk
- ⇒ add a comment to **our SCA website** www.scagroup.co.uk/customer-comments
- ⇒ See reception for details on being part of our **Trafalgar patient forums**. Next meeting will be held on 10.04.14.

Your comments and suggestions provide valuable feedback, we are then able to ensure that we are continuing to improve on delivering an excellent service to our patients.

Dental Jokes

What does the dentist of the year get?

A little plaque

What did the dentist say to the golfer?

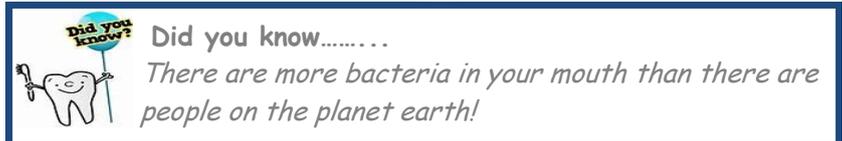
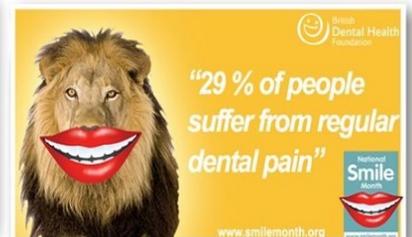
“You have a hole in one”

What did the tooth say to the departing dentist?

“Fill me in when you get back”



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Do you know that SCA Group provide other services?

Careers in Care

Do you know someone who would make a great care worker? Maybe a family member, neighbour or friend?

We need people who care and want to help others

We provide all the training and previous experience is not necessary. We also offer Apprenticeships in Care for school leavers who are looking for a career in health and social care.

Please pass on our number if you know someone who would be interested to find out more.

Thank you

Call us on 023 8051 6026

www.scagroup.co.uk/jobs

scacare
supporting better lives



A centre for health and wellbeing in Lyndhurst
for
people living in the New Forest.

exercise classes for all including those with long term health conditions / gym / clubs / day care / activities / carer support / physiotherapists / and much much more!

scatransp@rt
connecting our communities

**Dial a Ride
Southampton**

A transport service for persons unable to use existing public transport due to a disability. Fares apply.

Booking is essential. Before booking you must complete a membership application form.

Call us for a form or download from our website.

www.scagroup.co.uk/transport/dial-a-ride

Dial-a-Ride Monthly Outings to Haskins and Hedge End now also available!



Do you need a bit of extra help? Maybe a bit of extra housework, or an extra call once or twice a week?

We can help. SCA Care can deliver extra help on a private basis, at a very competitive rate.

Call your local office now for a quote.

Thank you for reading our newsletter, we hope you found it useful and informative.

If you have any comments or suggestions please email us: Stacey.ball or barbara.pearce@scagroup.co.uk

Do you need an SCA Advocate to help you sort out a problem?

We can help with a range of issues including care issues, power of attorney, complaints, benefits, residential care and much more.....

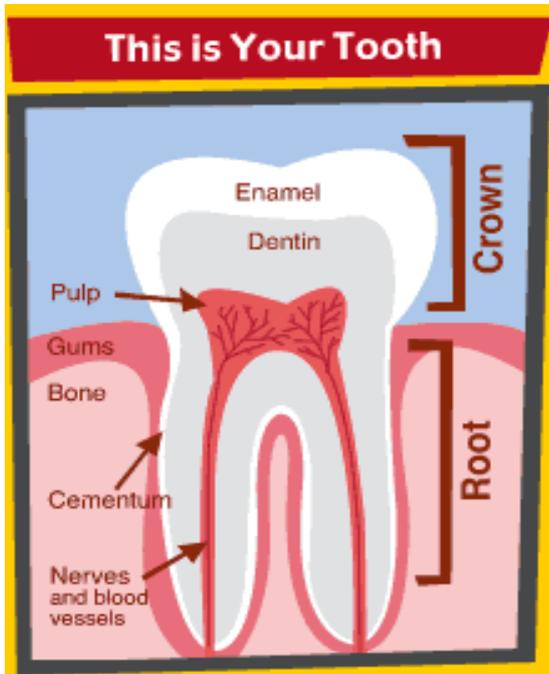
Call us if you'd like to find out more

077 3995 1715

Trafalgar Chatter



This section is especially for the little people that visit the practice



Have you ever wondered what your teeth are made of?

Enamel: the tough, shiny, white outer surface of the tooth

Dentine: the hard tissue found under the enamel of the tooth. Dentine is harder than bone!

Pulp: the soft center of the tooth. The pulp contains blood vessels and nerves.

Cementum - a layer of tough, yellowish, bone-like tissue that covers the root of a tooth. It helps hold the tooth in the socket.

ALL ABOUT YOUR TEETH

Teeth are important for three reasons:

1. Eating
2. Talking
3. Smiling

You get two sets of teeth in your life:

1. Baby (milk) teeth (20 teeth)
2. Permanent (adult) teeth (32 teeth)

Your gums and jaw bones support your teeth. Teeth are grouped into four types, each have a different function

1. Incisors: cut food
2. Canines: tear food
3. Pre molars: chew food
4. Molars: chew food

How to look after your teeth

1. Visit your dentist twice a year
2. Clean your teeth at least twice a day, for at least two minutes, after breakfast and before bed time
3. Eat a balanced diet not too high in sugary foods or drinks

Plaque

After eating, your teeth will be attacked by bacteria. These build up and coat your teeth in a white sticky substance known as plaque. Plaque feeds on the sugars produced by foods which in turn produces an acid which if not removed will dissolve the enamel and lead to tooth decay.



Did you know.....

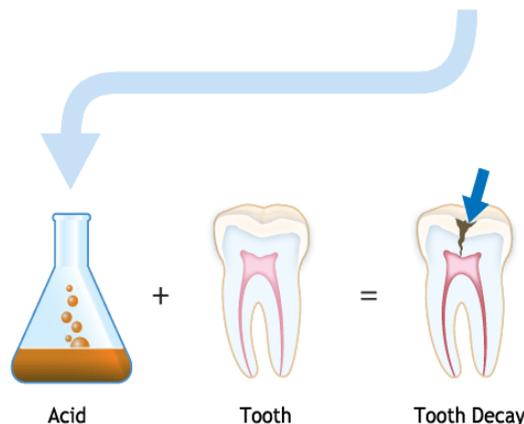
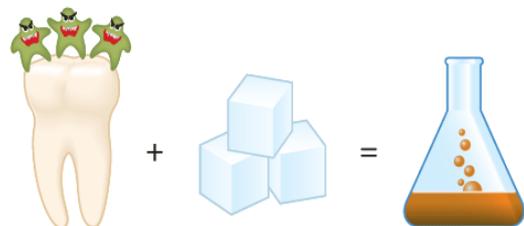
A tooth that has been knocked out starts to die within 15 minutes, but if you put it in milk or hold it in your mouth it will survive longer. See a dentist ASAP!

Tooth Decay

Bacteria (germs)

Sugar

Acid



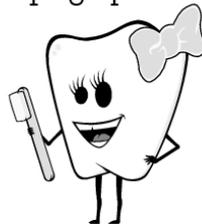
Fun & Games



Pearl's Word Search

T M N Z F M S F K G F C E P H
 L O O W D C D E I S M I L E V
 E X O D O R I N R L V S A X E
 M V E T S R G R I U L L B H N
 A Z N I H I C D E N T I S T E
 N B F G V P W B S H O N N Z E
 E U R I H I A E Y R O W E G R
 C Y T I V A C S R O T E F D S
 P I K X D A P O T H H D L L F
 S K L L R G S P A E B I O L P
 H O P B D I E Y Y A R R S I F
 K Z M I C R A L O M U O S R D
 D M L N P L A Q U E S U R G A
 N K I R Q G S T V V H L B S W
 H S A W H T U O M S K F Y U P

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|----------|------------|------------|
| BRACES | FLOSS | MOUTHWASH |
| BRIDGE | FLUORIDE | PLAQUE |
| CAVITY | GINGIVITIS | SMILE |
| CROWN | GRILL | TOOTHBRUSH |
| DENTIST | HAPPY | TOOTHPASTE |
| DENTURES | HEALTHY | VENEERS |
| ENAMEL | INCISOR | WISDOM |
| FILLING | MOLAR | |



Help the healthy food get to the tooth.
 Draw a line from the healthy food to the tooth



Colour us in!!



Brush your teeth,
 Keep them
 ☆ Happy! ☆

Tooth Fairy MAZE

Help Mr Tooth find his way through the maze and catch his Tooth Brush, so he can brush his teeth for bed time!

