

WORD OF MOUTH



THE RED HOUSE DENTAL PRACTICE NEWSLETTER

THE RED HOUSE
DENTAL PRACTICE

Sustainability

As a dental practice, we are consciously aware of our impact on the environment. To maintain stringent infection control measures, over the last two decades, a lot of single use plastics and items were introduced into dentistry. It is not possible to replace all these items straight away, but we are looking at what can be reduced and have already instituted some changes.



In the patient lounge we have brought in **recyclable paper cups** for your use.

Within the surgeries we are slowly covering less areas with single use plastic sheaths. We need to work with the specialist bodies here to get the balance between infection control and sustainability right.



The nurses are now also using suction tubing made out of 100% sugarcane based polyethylene. The suction tube used is completely fossil free. When it is incinerated it releases the same amount of CO₂ back into the atmosphere that was captured during the sugarcane cultivation process.

The team are also very proud that we have now installed **Solar Panels**, helping us to use some of the natural resources available to us to run an element of our electrical needs.

Please feel free to share with us your ideas on how we can help each other to reduce our overall impact.



Reminders

Please let the team know if you need to update your address, email or phone number. This will allow our computer system to send out reminders to your preferred method.



If you are a Denplan member, please also inform them directly too.

Please do also let us know if you prefer not to get a reminder.

Patient Wi-Fi available at the Red House



Username: Patient WiFi

Password: dentures

PTO>>>

Practice Investments

Patient Portal

Thank you for those of you who have access to and use the online Patient Portal. This has been a valuable investment by the practice, which has proved a useful tool in allowing us to get your up-to-date medical details from the comfort of your own home, computer or phone, whilst also encouraging a contactless patient journey.



It also allows us to remotely Covid Screen patients prior to appointments, which for the moment is still necessary.

If you do not have access to the Portal, please let the reception team know. They will be able to take an email and/or mobile phone number to get you onto this.

Ventilation & Air Purification

The last year has obviously brought attention the need for active ventilation and air purification. **The practice has heavily invested in both with the fitting of air-conditioning units, active ventilation units and AeraMax Air purification units**, all in an aim to keep the air clean whilst maintaining a pleasant ambient temperature.



New team members



We have been lucky to have two new team members join us in 2021.

Here are Zoe and Louise without their PPE! Hopefully you'll get to see them without it on in surgery before too long.

In the short time they have been with us, they have already settled in and become valuable members of the nursing team.



Emergency Out of Hours Care

The Red House provides an emergency out of hours care for Private and Denplan patients on evenings, weekends and bank holidays. (£180.00 call out fee privately, £20.00 excess only to Denplan patients).

The practice is part of a rota with five other private dental practices in the local area who all provide this service. Should an emergency occur just contact our practice phone, and follow the instructions on the answer phone message.