

Helping dentists put the smile in Britain

Benbrook

Issue 1

Date: 20th January 2009

Newsletter

Welcome to the first edition of the Benbrook newsletter.

We have decided to put together a newsletter to let you know what is happening at Benbrook, and will use this and our new Website to keep you up to date with changes within the laboratory and the industry, we hope you find it useful.

Duncan Gould
Office Manager

Special points of interest:

Benbrook on the Web
www.benbrookdentalceramics.co.uk
We enter a new era as we launch Benbrook on the Internet

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Benbrook on the web!

In early November 2008 it was decided to raise the profile of Benbrook dental Ceramics by having our own Website. There were several factors that influenced this decision:

- We are now in a position to expand and take on new clients
- We wanted to Advertise our wide range of products
- We also wanted the opportunity to Showcase some of the excellent work that our clients do using our products.

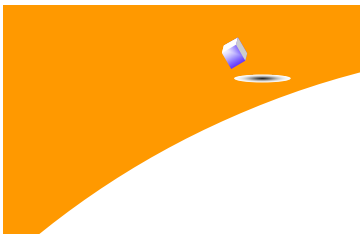
The Internet seemed the ideal solution. So we commissioned a company to create the site and working closely with them we discussed content and layout and put together the text and images that would be used. We also had help from clients who kindly contributed some images and testimonials.

Why not have a look and tell us what you think, the address is:
www.benbrookdentalceramics.co.uk

Benbrook in Africa!

In 2006/2007 Benbrook sponsored Dronfield Town Football Club (under 18's). When the sponsorship ended it was decided that the shirts and of course the good name of Benbrook should be put to further good use and through a local contact were sent to Africa to be proudly worn by Wasini United! The team were so inspired by their new kit they won a place in the final!







Updating Systems

Some of you may be aware that we have started to use a new database system for recording laboratory work on; all work entering the laboratory is booked in on the system and updated when the work is completed and ready for dispatch. This system is helping us control work flow more effectively and clarify prescription details before they reach the laboratory. The system also produces the invoices which you receive monthly, I understand that they may be different to a previous layout but appreciate your understanding during the changeover. In general we send out consolidated invoices to practices but if your requirements are different we will try to accommodate within the confines of the software. The software itself is quite complex and over time we will be using more of its functions as we move closer to DAMAS registration which is one of our goals for the future.

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Completing Lab Tickets

As previously mentioned we record all laboratory work on a database, and the information is taken directly from the lab tickets. I must say that the majority of tickets are filled in very comprehensively; however there are some that are difficult to read. It is important that when filling in the tickets you press on with reasonable force so that it will print on the second page. Please check that you have recorded as much information as possible, particularly the Shade, Private or NHS, Appointment Date and of course the prescription type! Your help with this makes the processing easier when it reaches us and saves having to ring for the information.

CROWN & BRIDGE PRESCRIPTION	
 55 Bridge Street, Killamarsh, Sheffield S21 1AL. Telephone: (0114) 2473663 E-mail: simonmiddlebrook@btconnect.com	
Prescribing Dentist: Surgery Address:	Custom made device for the exclusive use of (Patient Name):
Shade:	Age: M/F:
	TOOTH NOTATION
PRIVATE NHS DATE OF IMPRESSION APPOINTMENT DATE TIME	Restoration Type:
SPECIAL INSTRUCTIONS:	
<small>This is a custom-made dental appliance that has been manufactured to satisfy the attributes, characteristics, properties and features specified by the prescriber for the above named patient. This dental appliance is intended for exclusive use by this patient and conforms to the relevant requirements specified in Article 1 of the Medical Device Directive (93/42/EEC) and the United Kingdom Medical Device Regulations (SI 1994 No 3017). ANY RELEVANT ESSENTIAL REQUIREMENTS NOT MENTIONED ARE LISTED OVERLEAF. KEEP AWAY FROM EXTREMES OF HEAT AND COLD.</small>	
TOTAL COST OF APPLIANCE(S) £	

Staff CPD

Benbrook is committed to a continual staff development programme and as such regularly attend appropriate courses. We already have several courses booked this year and will keep you informed as to their dates and content. Some of the courses are for dental technicians, dentists, practice managers and dental nurses. We will keep you posted and maybe we will even see some of you there!

On the 17th January we attended a CPD course on Legal and Ethical Issues.

On Friday 20th March we will be attending the Dental Technicians Conference, this means the lab will be closed for the day but this will not affect collection and delivery.

When booking appointments we would ask that you allow us the following laboratory time for processing your work:

Crowns and Bridges

NHS 10 working days
Private 5 working days
Waxups

5 working days.
Dentures.

NHS 7 working days.
Private 5 working days.



A Word From Simon

First of all I would like to wish you all a happy and prosperous new year, I would also like to say thanks for your continued support and business. We have over the years built up an excellent working relationship with many of our clients. I would like to welcome the new dentists who have just started using our service and hope we can build the same close working relationship.

Simon Middlebrook