

WINTER 2023

Quarterly newsletter

# word of mouth

## MURRAY DENTAL

Private Dental Practice  
& Implant Referral Clinic

[www.murray-dental.com](http://www.murray-dental.com)

telephone 024 7650 5444

appointments available **Monday to Friday**

please visit  
our website  
for more  
information

## Message from Graham Murray

Our Christmas wreath and decorations are up once more signalling a shift in the seasons.

We want to thank everyone who has completed our patient feedback forms throughout the year. Doing so allows us to evaluate our performance and continually improve the service we offer. Responses have been overwhelmingly positive, however, there is always room for improvement.

One area we are keen to make improvements in relates to waiting times. It is important that every appointment is long enough for our clinicians to carry out treatment without compromise, and without our patients feeling rushed.

We always strive to see patients at their appointed time, however, occasionally we do run behind schedule due to dental emergencies or scenarios out with our control. Our practice manager, Nicole is now monitoring waiting times and working with the clinical team in order to implement changes, where possible, to reduce the risk of patients being kept waiting. Our team will always do their very best to keep patients informed of any delays, should they happen.

As 2023 draws to a close I would like to take this opportunity to pass on my best wishes to you and your families, wishing you a very Merry Christmas and all the best for 2024. My team will be taking a short break from the 22nd December 2023 until the 2nd January 2024. Do not worry though we will have emergency cover over the festive season.

If you do happen to need our services, please call the practice and listen to our answering machine and follow the instructions for the on-call dentist.

I would like to extend a heartfelt thank you to the wonderful team that surrounds me here at the practice and I appreciate all the hard work you do throughout the year!

  
Graham Murray



## Staff News

### Toasty Team

It gets a bit chilly in our building over winter so you may notice an addition to our uniforms - wonderful new Murray Dental hoodies!



### Congratulations

Congratulations are in order for our nurse, Andreia on passing her NEBDN Implant Nursing exam. She has worked hard over the last year to achieve this result and we are very proud of her.

### Summer Garden Party

Another year and another summer garden party for the team of Murray Dental!

This year we went for the traditional Fish and Chips with an Asian twist by The Codfellas, cocktails and a live band until late in the evening. Even the rain didn't stop us from having a good time. Once again thanks to Graham for having us all at his home.



### The Lion King

In September we all went out to dinner in Birmingham which was followed by a west end musical The Lion King, which was an amazing show!

As a practice we find it important to have these team building functions throughout the year as it gives us all a chance to relax and reconnect.



## A SMILE CAN CHANGE EVERYTHING

Transforming your smile without disrupting your life. Murray Dental recommends Invisalign for patients who want to improve their smile quickly and discreetly.



Invisalign uses a series of removable, clear aligners that are custom made to fit you. Comfortable, convenient and highly effective, the virtually invisible aligners gradually reposition your teeth into the smile you've always wanted.

Proven effective in clinical research and used in orthodontic and dental practices throughout the world, Invisalign can give you beautifully straight teeth in a safe and proven way.

## What Is Facial Aesthetics?

Facial aesthetic treatments offer individuals a non-surgical, non-invasive way of reducing the appearance of wrinkles and fine lines.

A paralyzing agent is injected into your skin to inhibit the movement of muscles and prevent the formation of wrinkles. With the help of fully trained, professional and caring experts, it is entirely possible for you to achieve a more natural youthful appearance in just a few treatments.

## Benefits of Facial Aesthetic Treatments:

**Quick Results:** The results from most facial aesthetic treatments can be seen within 2 weeks.

**Painless Treatment:** Most facial treatments are painless therefore following your treatment you should not experience any discomfort.

**No Recovery Period Necessary:** All facial treatments offered at Murray Dental are non-surgical which means you can walk in for a treatment and leave to continue your day as normal.

**If you want to know more, why not book a cosmetic consultation with Dr Jandu who will be happy to discuss all your smile needs.**

## Help Our Waiting Times

Did you know that in the last 6 months we have had over 35 hours worth of missed appointments?



This does not include short notice cancellations (less than 2 working days) resulting in the appointment slots often not being filled.

We have a huge amount of patients waiting to be seen, often having to wait many weeks for their appointment, so if you are unable to make it to your appointment please let us know as early as possible so we can offer the slot to someone who is waiting.

Missed appointments and short-notice cancellations will incur a charge.

## REVIEWS

Tell us what you think?



Could you please give us a few minutes of your valuable time to leave us a review?

Leave a review on Facebook, Instagram or Google or on our website and as a thank you we will enter you into our monthly dental prize draw.

## 60 Second Interview at Murray Dental



We like our patients to get to know us a little better, so in this issue we find out a bit more about Nicole our Practice Manager.

## Murray Dental Gift Cards

Ask reception for more details



[www.murray-dental.com](http://www.murray-dental.com)

Q. What 3 things would you take onto a desert island?  
A. "Pillow, Bug Spray, and Good Walking Shoes"

Q. What is your favourite food?  
A. "My Moms Fried Chicken"

Q. If you could choose another career, what would it be?  
A. "General Nurse"

Q. What was your proudest accomplishment?  
A. "Establishing my own Dental Nurse Training Centre"

Q. Which film can you watch time and time again?  
A. "Lethal Weapon 1, 2, 3, and 4"

Q. What's your favourite thing about working at Murray Dental?  
A. "Working with an incredible team!"