



Charming Smiles
1089 London Road Alvaston
DE24 8PZ Derby
01332 571606

How to find us:



Our postcode for Satellite Navigation is **DE24 8PZ**

Parking is available in front of the surgery or on nearby streets. There are sign posted free car parks near the vets (opposite TescoExpress /Alvaston Express) and near Alvaston Park both around 5 minutes' walk.

We are only a couple minutes away from the Derby city centre and Pride park stadium -home of Derby Rams football team. For more information on what Derby has to offer please visit:

www.visitderby.co.uk

www.visitderbyshire.co.uk

www.derby.co.uk/nightlife.aspx

At **Charming Smiles** we provide high quality treatment in a friendly and calming environment. We are committed to continuing education and keeping up with changes in modern dentistry. Most of all we encourage preventive techniques, helping our patients to understand how to maintain the health of their mouth. We provide dental care for adults and children under NHS and privately. We have a GDS contract with the Derbyshire and Nottinghamshire Area Team. We have a comprehensive team of 2 dentists who are supported by a highly trained team of 4 nurses/receptionists and a practice manager.

There are 3 modern and fully equipped (Belmont chair with left hand suitability, intra oral camera, X-ray unit, and fast broadband connection and intercom system) treatment rooms at Charming Smiles, a central decontamination room compliant with essential quality requirements of the HTM 01-05 and the CQC as well as an excellent educational facility with practice library of books and journals. There is a practice computer available for educational purposes with facility to download recommended software.



At **Charming Smiles** we believe that teamwork is enhanced when workers know each other and are comfortable discussing a variety of issues and sharing ideas. We try to build this sense of camaraderie by formulating team activities like informal events such as meeting together for a bite to eat for birthdays (both practice manager and I invite the whole team for birthday lunch) or Christmas. Our regular practice meetings where all employees are encouraged to feel comfortable asking questions, expressing their opinions and making suggestions serve the same team building purpose. Each person's input is highly valued.

We value feedback from the team to assess sources of strife. We believe that problems should be handled the moment they arise and try to create a working environment where team members are encouraged to discuss issues collectively instead of letting the problem fester and grow larger.

To boost teamwork abilities we always try to outline clear roles and responsibilities matching individual skill sets for each of the team members. We consult with the group regarding the feasibility of the tasks as well, which deduces possible stress arising from unrealistic expectations.

We encourage quality teamwork by rewarding staff for good performance by giving praise during staff meetings and issuing small tokens of appreciation. Such a gesture instills a sense of meaning and value into the nature of the job, thereby boosting teamwork among staff members.

We are working toward BDA Good Practice Award as it is UK dentistry's leading quality assurance programme. By becoming a member of this scheme our practice would like to demonstrate commitment to providing quality dental care to nationally recognised standards.

We believe we are well positioned for meeting national quality standards (for example, RQIA, CQC etc.). We are currently going through a BDA Good Practice self-assessment that enables the whole team to reflect on their activity in the practice and to develop a continuous cycle of learning and development in the delivery of dental care. On completion of the self-assessment the practice will be ready to apply for membership.

Charming Smiles has an established list of patient covering the wide spectrum of age and social backgrounds and dental treatment needs. The majority of our patients has been attending the practice for many years and presents good oral health. As the practice has always been run by ethical dentists proud to deliver high quality care in relaxing atmosphere our patients has learned to trust their dental professionals and willingly follow post-operative instructions.

Meet the trainer:



My name is Aneta. I am the owner of the Charming Smiles and the principal dentist. As a practice owner I am committed and passionate about training all members of dental team including trainee nurses and new dentists joining the practice. I strongly believe in continuous professional development and make sure that both nurses and dentist have easy access to training: as a practice we organise regular training in medical emergencies, infection control, safeguarding of children and vulnerable adults for the whole team (including in house training). I encourage and help our dentist and nurses attend postgraduate

courses matching their needs and interests. I hold regular dentist meetings (peer review sessions) to discuss clinical and personal aspects of dentistry, exchange practical tips and information or resolve issues of a clinical or interpersonal nature that we have come across during every day work. I am always available in the practice to provide help and support for staff members both at the chair side or in any other way.

My personal philosophy of teaching is role modelling which I believe makes trainees empathetic and successful team members. I have recently completed MSc in Endodontology at the University of Chester.

I am also working towards the Post Graduate Diploma in Restorative Dentistry with the British Academy of Restorative Dentistry (BARD).