

Summer holidays
Remember to Slip, Slap, Slop and
don't forget your tooth brush!



John Bairstow Retirement April 2016

On Friday 29th April John worked his last day before retiring from Eclipse Dental Care. He has worked here for 38 years and has been a real part of the history of the practice. He enjoyed a lovely evening on the Wednesday night where we invited his patients to join us and wish him well. We are overwhelmed with the number of people who wished to attend and we know that John was delighted to see so many patients. It gave them and us a wonderful opportunity to thank John and introduce Jarri Amini who is taking over the care of John's patients. The evening was a great success and we hope those who attended enjoyed themselves.



Message from John

Just a note to thank all my patients for their incredible kindness since my retirement was announced. I have received many wonderful presents and virtually every malt whiskey in existence, not to mention approaching 150 cards and counting.

My career in Batley has spanned 38 years and they seem to have gone in 38 minutes. I consider all my patients more as friends who I have thoroughly enjoyed caring for over the years. Once again thank you for all your kindness. Please say "hello" if you see me about.

Best wishes, John

Dental Hygiene/ Therapists

Here at Eclipse we are very fortunate to have 2 dental hygiene/therapists working for us. Both Joanne and Jessica work closely with our dentists to provide treatments to both adults and children.

Therapists work under a dentist's prescription and can carry out fillings and extractions on baby teeth and small fillings on adult teeth. They can also carry out routine hygiene work like scaling and polishing teeth. They are a great addition to our team and give us the opportunity to spend time educating and familiarising children with dentists and what we do.

Both clinicians have an excellent rapport with children and are very successful in treating patients to a high level.



Joanne

Jessica Riley

New Faces

Jarri Amini – Dentist

Jarri graduated from Barts and the London Dental School and completed his vocational training under the supervision of Matthew Collins and Mark McAlister the following year.

Having worked as a general dental practitioner in Wakefield city centre for the last 3 years he has taken the opportunity to come back and work with the Eclipse team.

His special interests within dentistry include root canal treatments and focusing on prevention of dental disease.

Outside of dentistry Jarri can often be found in the back garden with his telescope, fancying himself as an amateur astronomer.



Reena Patel – Dentist

Reena qualified from the University of Debrecan, Hungary and is now enjoying the early years of her career. She is an active member of the Young Dentists Committee, of the British Dental Association where she helps campaign for issues that affect our profession.

She enjoys all aspects of general dentistry and is a great addition to the Eclipse team.



HUGE THANKS from Jane Bagley

As many of you are aware Jane is off on long term sick leave, but she is doing really well. She has asked to say a HUGE thank you for all the cards and flowers she has received from patients. She is really very touched by all your support.

Ginny's fashionista daughter

Sadie studied at Kingston University in London graduating in Fashion design with a 2:1 in 2013. Recently she held her Autumn/Winter 2016 preview show at Cafe Royale in London and Ginny spent a lovely weekend with her family in the Capital proudly toasting her daughter's success. Sadie has also showed her collections in Berlin. The shopaholics amongst us here at Eclipse are eagerly anticipating the time when we can go to our local high street and find Sadie's fashions to buy of the peg!



100% satisfaction among patients

How well did we do?

The results of the 2016 patient satisfaction survey are in.....

100% of people who answered the question said they would recommend us to a friend.

89% of people think we explain our treatments to a good or excellent level.

93% of people think the dentist's friendliness and attitude was good or excellent.

96% of people thought the ease of getting in touch with the practice by phone was excellent or good.

Some of the anonymous comments left included:

- Friendly, professional service
- A great combination of efficiency, professionalism and friendliness. The level of customer service is excellent.
- Have been coming here since I was a child. Have always been given excellent care – do their best to fit you in if you're having problems.
- Nice, clean and bright.
- Always friendly. Made to feel relaxed and welcome.
- Easy access and welcoming feeling.
- Being coming for years so that says how good they are
- Friendly, efficient service
- Staff are very friendly and helpful and put you at ease. Staff go above and beyond to help you
- Friendly atmosphere. Text reminders. Clean and tidy. Happy staff.

Many thanks to all those patients who spent time filling in the questionnaires. Rest assured any comments you made have been fed back and further improvements will continue to be made to ensure we continue to offer the high level of care and service you have come to expect from us.