

## How **we** can de-stress your visits.

We like things to be as comfortable for you as possible so our chair is specially upholstered in "memory foam" to adapt to your shape. We have additional sausage shaped pillows for firm back support if you wish.

If you have time before or after your visit we'll make you a cup of tea or coffee. Water from the cooler is always available.

When we numb your teeth ready for treatment we use the "wand" system which is so much gentler than the old-fashioned syringe.

Whilst we are working we will give you a "running commentary" so you know what to expect next, like air blowing, water spraying or noise and vibration.

When we need to discuss your treatment with you, we have a private consulting room away from the surgery. You'll also have a written and costed treatment schedule so you know what is planned and the cost every time you come.

## How **you** can de-stress your visits.

Please ensure that you allow sufficient time for your visit. We endeavour to consistently run on time, and if you arrive late it creates a great deal of unnecessary stress for the team looking after you. If we feel we have to rush to complete your treatment in time for our next client it's not a good starting point.

Please turn your mobile phone off or to silent when you are with us. A patient trying to answer their mobile phone during treatment is extremely distracting!

If you want to, you are very welcome to bring your ipod so you can listen to your own choice of music whilst you are with us. Alternatively, we have comfortable headphones so you can bring a favourite CD to listen to during treatment.



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