

Archway Newsletter

**Welcome to the first edition of Archway News...
Let's begin with Fliss' journey so far in dentistry...**

My first experience in the dental industry started back in 2004 when I was 20 years old and successfully applied for a position as a trainee dental nurse.

I absolutely loved what this opportunity gave me; a chance to help and care for others whilst learning new skills and even a whole new language! I quickly realised that I wanted to learn more, and as soon as I completed this much-valued qualification as a dental nurse I started to explore what options I had to grow further.

My college tutor Jean was keen to help me progress and told me about *Peninsula Dental School*; due to open in 2007. This was (and still is) a forward-thinking progressive dental school, one that would have brand new facilities and ways of teaching – I was determined to get a place, even though I had no idea how difficult it would be.

How Did You Get There?

I took evening classes! I studied hard to take an exam known as GAMSAT – 5 and half hours of *exam joy* including the sciences, social science and essay writing. I was hopeful but not confident, I don't think any of the candidates were!

It was an 8-week wait for the results, but fortunately, I gained enough points to be offered an interview, and pleasingly a place on the course to study Dentistry – as you can imagine I was very excited and grateful for such an amazing opportunity.

I graduated in 2011 from Peninsula as one of the top students in my year. My experience as a dental nurse certainly helped me succeed, I made friends for life and received a world-class education from expert teachers and renowned lecturers. Once I graduated, I spent my NHS training year in Truro where I met my husband Dave and progressed my career by working within NHS dentistry practices in Plymouth and Liskeard.

In 2013 I was offered a role as a *Civilian Dental Practitioner* working for the MOD at HMS Raleigh in Torpoint. Here I further honed my skills, learning from extremely experienced and skilled Naval dentists. I also qualified as a *Membership of the Faculty of Dental Surgery* from the *Royal College of Surgeons of Edinburgh* in 2014.

What Next?

In 2015 Dave and I welcomed our daughter Evelyn into the world, swiftly followed by our son George in 2016.

This was also the year I started to explore the prospect of owning a dental practice and discovered the wonderful Archway with all its charm. Chris Mercer was clearly a caring dentist, I had no fears taking over the care of such lovely patients.

Needless to say, that was the exciting start of practice ownership, and in December 2017 Chris & Tamara handed me the keys and I began the journey of becoming a business owner.

Fast forward to now... and a lot has happened during that time! From facing Covid closure for 3 months as mandated by the Government, to a serious health scare for Dave which resulted in brain surgery at the start of the pandemic in March 2020, that was an *experience*; we have most certainly come a long way as a family and a practice!

I am immensely proud of our amazing team and our new premises at Kelly Bray which we renovated in Summer 2021. The surgery offers much more in space, light and benefits for our patients such as free parking and a lift.



So what's the future of Archway?

As *Clinical Director* of Archway my main role is to oversee the delivery of care by our expert team; many of whom you will have already met. I have carefully chosen each team member based on their dentistry knowledge, clinical care and personal skills; you can be confident and trust that the whole team are committed to the highest standards of dentistry and care for you, our patients.

From July 2022 I will concentrate on my role in full as *Clinical Director* and will be stepping away from that of General Dentist at Archway. This will allow me to spend more time working on the development of our services, community education and engagement; giving me the opportunity to expand my mentoring and supervise the next generation of dental students at the brilliant *Peninsula Dental School*!

I am more excited than ever about the future of Archway and the difference we continue to make in our community.

I welcome your feedback on our services and our story so far, please do email or call if you would like to book an appointment or have any questions or comments.

Yours faithfully, *Fliss Bendish*

FAQ's

Other news...

Q: I usually see Fliss for my dental care and check-ups, who will I be seeing from now on?

A: Fliss has personally selected each patient to be matched to the clinician she feels will be able to best care for you and you will be offered an appointment with them in the first instance. Our friendly Patient Coordinators will be able to discuss this with you when you book in.

Q: I am in the middle of Invisalign treatment with Fliss, will this continue with her?

A: Yes, Fliss will continue seeing Invisalign patients until completion and will be available for any queries relating to this treatment.

Q: Will I be able to stay with the same clinician for my future care?

A: Yes, we will always endeavour to maintain continuity with the same clinicians for your care where possible.

Q: I have been offered an appointment for my check-up with a Dental Therapist. What is a Dental Therapist?

A: A Dental Therapist is a highly trained dental care professional who is trained to the same standard as a dentist to carry out many aspects of dentistry including:

Examinations and x-rays

Gum treatments

Fillings

Children's dentistry

Composite Bonding

Scaling and polishing, among other treatments.

Many of you will already have seen a Dental Therapist and will understand the care that they deliver for patients. If you have been seen by one of our amazing Dental Therapists and you need treatment which is out of their scope of practice you will be offered an appointment with one of our Dentists. This could be for treatment such as root canal treatment, extractions, crowns, bridges, or dentures.

**We are taking
on New
Patients!**

If you'd like to recommend us to a friend or family member, DO! We are accepting new patients. Just give us a call or use our website, one of our friendly team will be happy to schedule an appointment.



Many of you will know that Agata one of our dental and hygiene therapists has recently left to begin her maternity leave. She has recently welcomed her beautiful baby girl - Gabriella into the world! She's enjoying all the joys that come with being a new parent.
Congratulations Agata!

We have started our school visits!

We have many more booked in, so we may be coming to a school near you very soon. We learned recently that the schools are including an Oral Health section as part of the school curriculum and jumped at the chance to help the children learn more about the importance of learning good habits and how to make healthy choices to last a lifetime! The children have loved seeing our clinicians and nurses out of surgery, and hearing exactly how a day at the practice pans out. Each child receives a goody bag - with a toothbrush, toothpaste, a two-minute timer, a habit tracker for them to tick off twice a day and of course - a sugar-free lollipop!



If you'd like us to visit your children's school, please do get in touch!

