



## *Newsletter: October 2007*

Thank goodness the holiday period is almost over and we have a full complement of staff again. It is often a nightmare, as I am sure you are all aware, shuffling times and people, to try and keep up with the work when half your workforce keeps disappearing.

This month we welcome Maria and Debbie in the office and Selina who begins her training as a dental technician. Selina, Kirsty Eli and Stacey (2nd year) will be attending U.W.I.C (University of Wales Institute, Cardiff) on the Dental Technology Foundation Degree Course.

At the beginning of the month I visited Wieland Dental in Pforzheim, Germany. We have been trialing their scanner and software for CAD-CAM zirconium framework production now for about 6 months with excellent results. We are now embarking on a milling centre here in the UK so we can offer a first class service to complement the superb quality. It will be a huge investment for us but I believe it will be the primary means of crown, bridge and implant retained production in the future.

On the 9th October B.T. will be installing a new telephone system that will give us some new features like voicemail and direct dial in (DDI). They have warned me there might be some disruption for about 1 hour on the day as they switch over from one system to another. (Apparently this is done in India !!!!!). If this happens please bear with us and hopefully we will be back on line soon. I will let you know about the new DDI and other features when I know how it works!

Gemma (in the office) will be leaving in October. She has been with us for over 12 years and we will all be sad to see her go and wish her a successful future. Congratulations to technicians Dan and Vanessa, who have just got married and congratulations also to Mark in the acrylic department and his wife Helen who have just had a new baby, Ewan.



A handwritten signature in blue ink that reads 'D. Smith'.

David Smith