

TAYLORED DENTAL CARE



DENTISTRY FOR THOSE

that don't like dentists

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Our STORY

Hi there,

I'm Carl Taylor; Dad of two, qualified skipper, music enthusiast and the owner of Taylored Dental Care

I started my dental career in 2002 after qualifying at the University of Leeds. I worked within the NHS for 7 years, during this time I began to realise just how many people really hated the dentist, through no fault of their own.

I am grateful for my time spent in NHS dentistry because this is where I found my passion; treating phobic patients and providing care that they have previously lacked.

Over the years I've come across thousands of nervous patients each with their own story. From the second you get in touch and throughout your journey our team is trained to listen to your concerns and understand your story; We want to understand what triggered your fear of dentists, any concerns you have about your visit or your oral health and what you hope to achieve by the end of your journey with us.

We understand this can be a daunting decision for our patients and it's important we gain trust from the offset which is why we've put together this guide.

So grab a cuppa and have a read. If at any point you have any questions or wish to book an appointment then don't hesitate to get in touch. Our friendly team is here to help you on your journey!

We look forward to seeing you soon

Kind regards

Carl Taylor



Meet our DENTISTS

Dr Graham Duckitt



Hi, I'm Graham Duckitt; Dog dad, holiday lover and a dentist at Taylored Dental Care.

I'm originally from the Midlands and moved to Leeds to study back in 2011 but I loved Yorkshire so much I decided to stay!

Ever since I qualified I have been working with nervous patients. I find it so rewarding treating anxious and phobic patients, helping them improve their confidence and appearance of their smile. It gives me great pleasure to help people realise that dentistry isn't the horrible experience people think it is or that they have experienced in the past.

Dr Kat Symeonidou



Hi, I'm Kat Symeonidou; Greek national, mum of one and a dentist at Taylored Dental Care.

I qualified as a dentist in 2008 in Greece. In 2009 I decided to travel to the UK for the experience of living abroad, before I knew it I met my partner and built a great life here, so I stayed!

It was my mum who encouraged me to choose a career in dentistry and I am so grateful that I listened to her! There is no better feeling than helping another person. I have been working with nervous patients for a long time and helping a patient who has dental anxiety or a phobia, taking my time to understand their concerns and being a part of their journey is so rewarding for me.

Dr Rosina Cutler



Hi, I'm Rosina Cutler; Mum of two (three if you include my dog, Pedro) and a dentist at Taylored Dental Care.

I'm originally from Doncaster, I moved to Leeds to study, qualifying in 2012 and I have been here ever since!

I have come across so many nervous patients and understand the fears associated with visiting the dentist. It is so important to me that I understand your fear or phobia so that I can work with you to alleviate your anxiety. Each patient's story is unique and I will always work at a pace that suits you.

There is nothing more satisfying than reaching the end of a patient's journey and seeing the progression they have made and the boost in confidence from their new smile.

What do our PATIENTS SAY



The best, most caring dentist around!

I have severe medical PTSD, the first time Graham met me it was just for a consultation and no actual dental work. The poor man had to deal with my melodramatic shaking and crying, and again for my subsequent 2 appointments.

The care, understanding and patience that Graham and Sarah both gave to me meant that by my fourth appointment I could have a tooth pulled with no meltdowns or anxiety attacks!

By my 5th appointment I have ZERO anxiety or PTSD symptoms when attending the practice and that's honestly a direct reflection of the team's care & patience with me!

Maxine is the most friendly, caring receptionist I've ever had the pleasure to meet and the entire team is genuinely fabulous.

I'll never go anywhere else now.

Thanks so much again guys! Not just for fixing my teeth but for making such a huge difference to my PTSD symptoms and giving me so much relief. I'm eternally grateful!

Em x

Why choose TAYLORED DENTAL CARE

Does the thought of visiting the dentist fill you with dread?
Do you only visit the dentist when pain becomes unbearable?
Do you no longer smile or cover your mouth when you laugh?

Many of our patients have had their fear of dentists for many years. The reasons are many and varied but some common stories are:

THE SCHOOL DENTIST

"I can still smell the rubber of that mask that he put over my nose. I woke up with a bleeding mouth"

THE RUSHED DENTIST

"It wasn't properly numb, I told him and he just carried on saying it wouldn't take much longer"

THE NEEDLE

"I don't know how others cope with it but for me it's just agony. The feeling of the numbness wearing off can be even worse!"

THE SMELL

"The moment I walk in and smell that 'dentist' smell I'm sent right back to this horrible memory"

BEING RUSHED

"I just didn't feel like they were listening to me. I was just a number to be got in and out of there as quickly as possible"

Why choose TAYLORED DENTAL CARE

Do you have dental issues such as;

- Broken/Loose teeth
- Sore and bleeding gums
- Pain
- Fillings that keep failing
- Repeatedly loose crown
- Loose dentures
- Crooked teeth

We don't think it's right that so many people REALLY don't like going to the dentist and as a result are prevented from enjoying a completely healthy functioning mouth and beautiful smile which you can be proud of!

We, like you, believe that no one should have to suffer whilst receiving dental treatment. We believe that many dental phobias have been caused by clinicians without the same focus on care, especially in their treatment of children creating lifelong phobias.

IT IS OUR MISSION TO END THIS FOR YOU AND FUTURE GENERATIONS.

Knowing the difference:
**DENTAL FEAR,
ANXIETY & PHOBIA**

Dental anxiety, fear and phobia are all very similar in the sense that they all have something to do with apprehensions about going to the dentist. However they do differ to some extent;

DENTAL ANXIETY

Dental anxiety refers to being uneasy or worried about something which is unknown.

Dental anxiety can range from a mild uneasiness to acute anxiety.

Although a patient will still feel anxious or uneasiness about their appointment, the feeling does not prevent them from attending the dentist

DENTAL FEAR

Dental fear is a reaction to a known danger normally caused by a traumatic experience.

This can result in a fight or flight reaction.

A patient who suffers with dental fear will often experience extreme anxiety, stress and upset at the thought of attending the dentist but in most cases will still attend and have treatment.

DENTAL PHOBIA

Dental phobia is a more intense feeling of fear or dread.

People with a dental phobia will often do anything they can to avoid visits to the dentist and having treatment.

Typically, dental phobics will only visit the dentist when their condition becomes overwhelming and they are left with no other option.

Unsure which category you fall into?

Take our dental anxiety test on the next page to find out

Taylorred Dental Care DENTAL ANXIETY TEST

Taking the test is easy and only takes a few minutes.

Simply answer the 4 questions as honestly as you can and then add up your scores using the chart.

Each score is just as important as the other. At Taylorred Dental Care we treat each nervous patient the same however sometimes it can be helpful for us to know the extent of your dental anxiety, fear or phobia prior to your appointment.

**It is important to remember that this is just a guide to help us prior to you attending your appointment and is not an official diagnosis.

1. If you had to go to the dentist tomorrow for a check-up, how would you feel?

- a) I would look forward to it as a reasonably enjoyable experience.
- b) I wouldn't care one way or the other.
- c) I would be a little uneasy about it.
- d) I would be afraid that it would be unpleasant and painful.
- e) I would be very frightened of what the dentist needed to do.

2. When you are waiting in the reception area for your turn, how do you feel?

- a) Relaxed
- b) A little uneasy.
- c) Tense.
- d) Anxious.
- e) So anxious that I sometimes break out in a sweat or almost feel physically sick.

Continued on the next page

Taylorred Dental Care

DENTAL ANXIETY TEST

3. The dentist reaches for the drill to begin your treatment, how do you feel?

- a) Relaxed
- b) A little uneasy.
- c) Tense.
- d) Anxious.
- e) So anxious that I sometimes break out in a sweat or almost feel physically sick.

4. You have attended the dentist to have your teeth cleaned, the dental team are getting the instruments out that will be used to scrape your teeth around your gums, how do you feel?

- a) Relaxed
- b) A little uneasy.
- c) Tense.
- d) Anxious.
- e) So anxious that I sometimes break out in a sweat or almost feel physically sick.

Use the guide below to add up your total score

A = 1

B = 2

C = 3

D = 4

E = 5

If you scored between;

4 - 9 No/very little dental anxiety

9- 12 Moderate dental anxiety

13 - 14 High dental fear

15 - 20 Severe anxiety or dental phobia

What do our

PATIENTS SAY



"The whole process was done without any discomfort at all"

I have just finished having all of my remaining teeth removed due to their condition and how loose they were. I have now just had my new dentures fitted.

As a person who was terrified of the thought of having all of my teeth removed, I found the whole thing very easy as the staff were absolutely brilliant in putting me at ease.

The whole process was done without any discomfort at all.

My temporary dentures were fitted with exceptional care being given throughout. I have just been back to have my new set fitted and I am very satisfied with the both the quality of the dentures and the excellent work that the team have given me.

I can't explain just how good and caring all the staff have been I would recommend any of my family and friends to use this dental treatment without question.

Thanks again to everybody at Taylored Dental Care.

P. Adams

Sedation DENTISTRY

We provide conscious IV sedation for our patients who need a little more support and who would otherwise be unable to have dental treatment.

We have provided sedation for the most basic procedures, including an examination, to the most complex and involved treatment plans.

You remain conscious, but in a totally different state of mind, throughout your treatment allowing you to continue to communicate with our dental team should the need arise. Rest assured you will be relaxed and comfortable throughout.

Our nurses are so intuitive that we rarely need to speak to each other so there will be no talking 'over you' with dental jargon therefore allowing you to just relax and listen to the calming, sedate ambient music in the background.

I HAVE A NEEDLE PHOBIA, CAN YOU STILL HELP?

Yes, of course!

When you attend your assessment prior to your sedation appointment we will ask you a series of questions one of which being; What is your choice of soft drink?

On the day of your appointment your chosen drink will be waiting for you with some of the sedative mixed in. You will meet either Becky, Louise or Kim - our experienced sedation dental nurses one of whom will be assigned to you, she will apply a small amount of topical gel onto the cannulation site.

You can sit in our tranquil patient lounge, listening to calming, ambient music with your drink whilst waiting for your appointment time.

This allows for the sedative to begin working its magic and you will be in a much more relaxed state when you enter the surgery allowing us to begin your treatment.

Calming TECHNIQUES

Deep breathing exercises

Deep breathing increases the oxygen in your body and helps release tension. Concentrating on your breathing can also give you a place to focus your mind rather than thinking about how unpleasant your appointment might be.

1. Take a deep breath, filling the chest completely with air., Count slowly to five as you inhale.
2. Hold your breath for three seconds
3. Slowly release your breath for a count of five. As you exhale, picture yourself blowing out all the upset feelings and tension that you have about this appointment.
4. Inhale again for another count of five, thinking about drawing peace and relaxation into your body. Hold the breath for three seconds, mentally grabbing onto that peace, and release once again slowly.

Breathing deeply in this kind of rhythm can slow your heart rate, relax your muscles, and decrease the tension you have in the body.

Muscle awareness

You know those knots in your shoulders, the tightness in your stomach, or the tension in your back? All of these can be muscular manifestations of tension, stress, and fear.

At your appointment, think about each muscle group in your body, starting at your toes. Flex the muscles intentionally, and then focus on relaxing those muscles. The idea is to release every bit of tension ensuring each muscle group is totally relaxed. Move up the legs, to your stomach, shoulders, arms, and neck, until you reach the very top of your head.

Don't rush this process, the idea is to slowly relax every muscle in the body and let the tension just disappear.

Commonly asked QUESTIONS

1 Can someone come to my appointment with me?

Of course! We want you to feel as comfortable as possible during your visit so if it would help to have a loved one with you then bring them along. They can either take a seat in the waiting room or come into the surgery with you, whichever will help make you feel more comfortable.

2 I'm embarrassed about my mouth and worry I'll be judged

Please, please, please don't be! We can't reassure you enough that you have nothing to be embarrassed or worried about. Our team will never judge you. We understand that for most people, the condition of their mouth has deteriorated due to a previous traumatic experience. This is something for which you shouldn't be held accountable.

3 How long will my treatment take?

This is always a difficult question to answer as each treatment plan is bespoke to your wants and needs.

All patients attend a new patient exam (usually a 45 minute appointment, however we can book longer if you need it) The dentist will have a look in your mouth and discuss any concerns you may have. Using their findings and any information you provide, they will design a bespoke treatment plan to match for your needs.

At this stage we may be able to provide a better guide on how long the treatment will take.

4 Can I stop treatment at any point?

Yes, of course! We have a time out button that we give to patients, they can press this at any time and we will stop all treatment until you are ready to continue.

5 Can I wear headphones during my appointment?

Yes, you can either bring your own or if you forget them or don't have any, we can provide them! Headphones are a great way to zone out any background noise going on around you and get lost in a world of your own.

6 Is it going to hurt?

We will always aim for pain free dentistry. Dentistry has come a long way and there are so many steps we can take to minimise you feeling any pain such as; pain free injections, numbing gel or certain techniques when administering the anaesthetic.



The next STEPS

Hi, my name is Jasmine, I am the patient care coordinator at Taylored Dental Care.

I am originally from Leicestershire but I moved to Leeds to study psychology in 2020, I met my boyfriend whilst studying at University and we love Leeds so much we decided to stay!

I am your first point of contact when you first get in touch with us and will keep regular contact throughout your journey. Regardless of the way you contact us; email, phone, whatsapp, social media I am here to help! I am trained to listen to your concerns, understand more about your fear and make you feel as comfortable as possible.

We have options to suit every patient; Some prefer to jump straight in and come for a new patient examination, for others they prefer to take a steadier approach and book a complimentary smile consultation, this can either be over zoom from the comfort of your own home, in person at the practice or for those that are truly phobic we have been known to meet them in a local coffee shop. Whichever step you choose to take, everything will be done at a pace that suits you.

I hope this guide has helped you understand more about Taylored Dental Care, what we stand for and how we can help you!

If you have any more questions or would like to book an appointment please get in touch with me. I am here to help you and can't wait to accompany you throughout your journey with us.

I look forward to hearing from you soon

Jasmine



Meet the rest of THE TEAM

Amy McMahon
Group Practice Manager



Tia Earnshaw
Accounts Manager



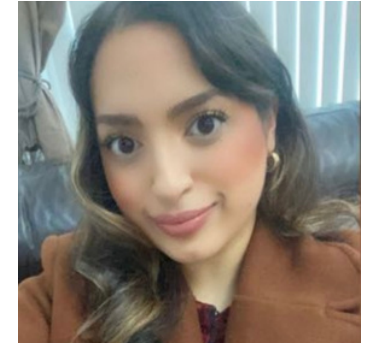
Becky Holmes
Lead dental & Sedation nurse



Sarah Duckitt
Dental Therapist



Kaumal Saddique
Dentist



Matthew Varley
Denture Technician



Joe O'Reilly
Denture Technician



Louise Simister
Sedation dental Nurse



Kim Pilotille
Sedation dental Nurse



Nicola Smith
Dental Nurse



Katie Riley
Head Receptionist



Abby Coates
Receptionist



Grace Richardson
Receptionist



Let's get in touch

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Fantastic service, all staff are brilliant and understand nervous patients. I have finally found the right dental practice for me. I highly recommend Taylorred Dental Care for anyone who needs compassion and support whilst having dental treatment.

A. Ghallagher



Before my appointment I was shivering like a leaf, anxious but when I got there I was surprised how friendly everyone was. Both ladies who extracted my tooth were brilliant and calmed me down. I had great experience with Taylorred Dental Care.

G. McNulty



My overwhelming fear of dentists meant I had not visited a dentist for a number of years. Not only was I terrified I felt ashamed. I will never be able to give enough thanks to Taylorred Dental Care for their patience and care. From the first visit to the last of my treatment plan they did everything possible to keep me calm. I have had numerous visits all totally pain free. Whilst I will never enjoy visiting the dentist I can now do so without bursting into tears or having sleepless nights before an appointment.

Thanks to the whole team.

G. Hellewell



Being extremely nervous and very frightened, I had not attended a dentist for several years. From making an emergency appointment, to walking out after treatment, I could not have received more caring, friendly and professional pain free treatment. Everything was explained to me in a calm, unhurried way. I did not arrive smiling, but I certainly left with a happy smile. Superb staff and treatment and I cannot thank them enough.

J. Bailey