



JANUARY 2023

# Newsletter

## Dear Friends of The O Clinic

2022 certainly has been an interesting and challenging year, in so many ways! At the same time, we are excited about all that 2023 may bring, and wish you and your loved ones a truly prosperous new year.

The main aim of this newsletter is to let you know that we are now back in our newly refurbished premises at The Axium Centre, Dorchester Road, Lytchett Minster, Poole, BH16 6FE. After a devastating fire and having to move to a temporary location, it certainly feels good to welcome back all the regular faces and introduce ourselves to some new ones as well.

### Background To the Fire

Following the COVID disruptions, we then had to deal with a severe fire at the practice in April 2021. This was caused by an electrical fault in the decontamination room. This led to a number of operational challenges, as the premises had to be totally refurbished with new walls, ceilings, floors and services. All the equipment was lost and had to be replaced too.

As you can imagine, this also had a disastrous effect on our staff as we had to say goodbye to a number of valuable members of our team that were forced to continue their careers elsewhere.

We were unable to return to our premises until mid-2022, and as it stands, we are still in negotiation with the insurance company where the damage claim was lodged. This has been a long, drawn-out and stressful exercise which requires clear focus and heaps of patience!

Once again, for those of you who had experienced some frustration in regards to communicating with us during this time, a heartfelt apology. At one stage, the practice was left with no personnel. We have been struggling to recruit new staff. Once they are appointed, new staff still have to be trained. This has taken time and will take more time, as you can understand.

VOLUME 1

## Newsletter Highlights

Background to the Fire

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Looking to the future:  
Introducing the Team

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Clinic Hours

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## Looking To the Future: Introducing the Team

Moving forward, we are working hard to earn back the respect our team and our service once held. In attaining this, we have been lucky enough to welcome some new members of staff:

- Dr Abe Landman – Associate Dentist
- Hannah Dover – Dental Hygienist/Therapist
- Celine Valantin – Bowen Therapist
- Archie Cranstone – Practice Coordinator
- Colleen Neasham – Walton-on-Thames Office Administrator
- Maxie Heppell – Practice Manager



Before relocating to the UK, **Abe** practiced as a dentist in South Africa for 12 years. He will be joining us as associate dentist in the next few months, but for now, he has been amazingly helpful in assisting other colleagues at the practice.

**Hannah** started with us in June 2022 and currently has hygiene appointments available all day on Thursdays at the Poole practice. If you should require Hygiene at the Walton-on-Thames practice, please contact us at 01202 601007 for more information.



**Celine** is an interdisciplinary Bowen Therapist focusing on rehabilitation and works closely with Dr Visser. Her two Master's degrees in sport rehabilitation in particular makes her a valuable addition to our team. To make an appointment with Celine, please contact us at 01202 601007 for more information.

**Archie** joined us as practice coordinator and has been a friendly and helpful presence all around the practice. His technical skills is a welcome addition too!



It is **Colleen's** friendly voice that will welcome you at our Walton-on-Thames practice from now on, and assist with any queries you may have. We welcome her there!

**Maxie** joined us at the end of 2022. Although she is currently filling gaps wherever a hand may be needed, her ultimate focus will be on lifting the practice profile and ensuring the best customer experience possible.



Our longtime patients will be familiar with Eva Tanner:

**Eva** is our MYO Therapist and has completed her Master's degree in breathing physiology, with distinction, in the US. She will use this newly gained knowledge to improve patient care.



## In Closing

As part of our rejuvenation plan, we will now be sending out a practice newsletter at the end of each month, highlighting one of the many services available – as our new logo attests to.

Hand-in-hand with this, will be new social media profiles, as well as a new website, and we look forward to sharing all of that with you soon!

On a personal note: Thank you for the loyal support we received during this very challenging time in our practice's history. We do not take it for granted.

Kindest regards

Dr GP Visser  
BChD, MSc (RCS)

## Clinic Hours

### POOLE

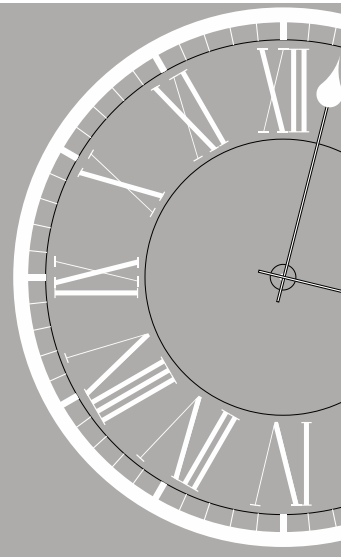
1 Axium Centre, Dorchester Road,  
Lytchett Matravers,  
Poole, BH16 6FE

Monday - Friday  
09h00 - 17h30

### WALTON-ON-THAMES

29 Hersham Rd, Walton-on-Thames,  
London,  
KT12 1LF

Wednesday  
10h00 - 17h30

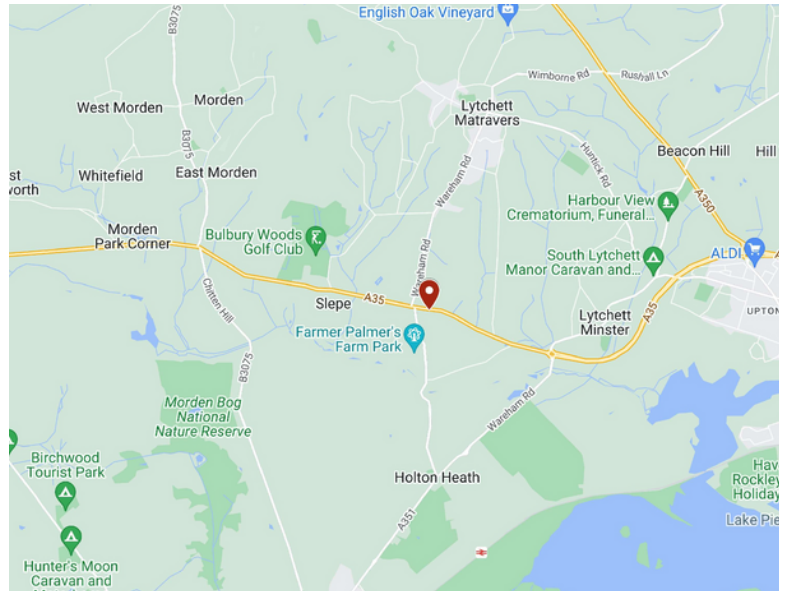


# Where To Find Us

## Poole Practice

The O Lab  
1 Axium Centre  
Dorchester Road  
Lytchett Matravers  
Poole  
Dorset  
BH16 6FE

☎ 01202 601007  
✉ poole@the-olab.com



## Walton-on-Thames Practice

The O Clinic  
29 Hersham Road  
Walton-on-Thames  
KT12 1LF

☎ 020 8156 5154 (Wednesdays only)  
✉ london@the-olab.com

