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Quality matters: from clinical care to customer service

R. Rattan
UK: Quintessence
price £28.00; pp 176
ISBN 9781850971009

This book is a new addition to the Quintessentials series aimed at those providing dental services who wish to gain an understanding of the principles of quality improvement.

The book begins by defining quality and illustrating what quality means for dental practice using source material such as key healthcare policies from the UK, Europe and beyond. The introductory chapters also provide an illustrated glossary of terminology used in this field, together with a brief résumé of the key influences of the quality movement over the last 50 or so years and how their experience, primarily developed in private industry, might be applied to the healthcare setting.

The chapter on frameworks which have been developed for use as the basis for quality improvement initiatives includes a description of the Donabedian approach of the 1960s to more contemporary methods such as Investors in People. This is followed by chapters on methods for measuring quality improvement, the development of a programme of activity, and the principles of clinical audit.

Clinical governance is covered in the longest section of the book where both a definition of clinical governance is given together with the regulatory framework within which NHS dental services must operate in England. Unfortunately, details of the variation across the countries of the UK as a result of devolution are not referred to.

Clinical effectiveness is covered in a chapter on evidence-based dentistry where the hierarchy of evidence, the development of clinical guidelines and the process of clinical decision

making are explored. The final chapters cover service quality and the impact of implementing quality on the business of dentistry.

This slim volume covers a wide range of topics related to quality improvement, and makes extensive use of charts, graphics, tables and examples as applied to dental practice to illustrate the principles being discussed. Topics are not explored in much depth or detail, so practitioners would almost certainly have to draw on other sources of support if they wish to implement any of the described methods. However, this book succeeds in providing a comprehensive review which is easily accessible to those with little or no knowledge of the area and will be of considerable use to both those working in providing dental services and others with an interest in quality improvement in the healthcare setting.

K. Ritchie

Bone augmentation in oral implantology

F. Khoury, H. Antoun, P. Missika
UK: Quintessence
price £177.00; pp 450
ISBN 9781850971597

The stated aim of *Bone augmentation in oral implantology* is '...to present the different options of bone reconstruction...' and it achieves this aim admirably. Beginning with an excellent overview of the biology and physiology of bone healing, it goes on to describe in some detail the options available to the surgeon who is faced with either inadequate bone volume in which to place implants or bone loss in the aesthetic zone, which might allow implant placement but would result in a less than optimal aesthetic result.

In addition to contributions from the three editors, Fouad Khoury, Hadi Antoun and Patrick Missika, there are contributions from 13 other experts in their fields. The result is a book with

16 chapters each describing a different aspect of bone augmentation.

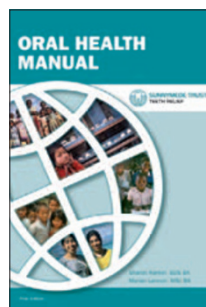
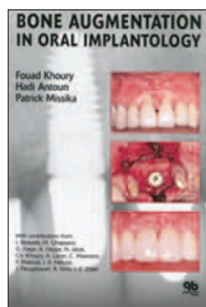
The chapters on medical imaging, bone substitutes and growth factors and bone morphogenic proteins provide comprehensive background knowledge to the rest of the book. The chapter on bone substitutes concludes that autogenous bone is still the 'gold standard' but alternatives such as bovine derived hydroxyapatite have a role to play, although further research is required to strengthen the evidence base.

There are chapters on sinus floor elevation and mandibular bone block grafts which would be particularly useful to the implantologist working in general practice as they are the procedures which are routinely carried out in general practice. The chapters describing other donor sites such as the iliac crest, tibia and calvaria would be of more interest to the oral maxillofacial surgeon working in a hospital setting.

As well as detailing the scientific background and evidence base for each procedure there is a full description of each technique with many high quality colour photographs and diagrams numbering 1,400 in all. Each chapter is extensively referenced and this text would be particularly useful to those engaged in the postgraduate study of implantology.

Overall this book is beautifully produced and should be read by anyone with a serious interest in oral implantology and bone augmentation in particular. My only minor criticism is that the order of the chapters appears slightly random giving the book the appearance of a collection of papers rather than a cohesive text, but that said, I have found the book very informative, easy to read and stimulating. The authors are to be congratulated on their achievement. I am sure I will revisit it frequently in the future and I would recommend that it should be a part of every oral implantologist's library.

K. Gibney



Sunnymede Trust oral health manual

S. Rankin, M. Lennon
UK: Stephen Hancocks Ltd
price £20.00 + p&t; pp 103

This publication is aimed at health-care workers who may find themselves required to provide oral healthcare in out-of-surgery situations. This would include clinical officers, medical aid workers, nurses and midwives.

As a teaching support document for medically trained personnel, this manual is very well placed to be a valuable resource. It will also be useful as a 'do it yourself' reference guide in areas with limited or no access to oral health specialists.

Opinion is often divided about the merits of different methods, such as cleaning teeth with a stick or a toothbrush, and seating patients on a chair rather than using a table, which many consider ergonomically more appropriate. This manual takes a pragmatic approach, suggesting basic and adaptable solutions that emphasise sound practice while trying to avoid prescriptive methods that may prove impossible if resources are limited. The area of cross infection control is rightly more

insistent and stresses the importance of good procedural discipline in even the most basic setting.

The book firstly introduces oral anatomy, dental disease and oral health promotion with a focus on education and prevention. It goes on to deliver practical advice about treatment provision and explains how to set up and manage a dental clinic within existing healthcare systems.

A wide spectrum of oral health issues is covered and it could be argued that less breadth and more depth in specific areas might have been better. However, it does declare itself as a 'stepping stone' and includes web links and other contacts for the more specialised treatments. Readers and users are urged by the authors to send comments and contribute their experiences for sharing on a website and to help inform future editions.

The authors are to be congratulated for producing a well-constructed and well-illustrated manual. It is far from easy to write a manual on this topic for non-dentally trained personnel but their effort is laudable. This book will facilitate further improvement of oral health in societies that are less 'well-to-do' and the Sunnymede Trust are to be commended for producing it.

J. E. Frencken