

## Summary

Complaints can be very stressful and time-consuming. Good communication, to create a positive patient perception, identifying and meeting patient expectations and effective teamworking, will help to prevent problems occurring. In addition, practical steps and systems, including early recognition of patient unhappiness, will help to resolve concerns quickly and prevent complaints escalating.

## References

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## Book review

**LAYERS. An Atlas of Composite Resin Stratification.** By J Manauta and A Salat. London: Quintessence Publishing Co Ltd, 2012 (448pp, £138.72 h/b). ISBN: 978-88-7492-173-7.

For any practitioners who have experienced frustration and unpredictable aesthetic results when carrying out direct composite layering techniques, salvation is at hand in the form of a magnificent new textbook from Quintessence publications entitled *LAYERS. An Atlas of Composite Resin Stratification*.

Authors Professor Jordi Manauta and Dr Anna Salat, from the University of Catalonia in Spain, clearly share a passion for both the art and science of aesthetic restorative dentistry and have created what must be one of the best looking dental textbooks in history. Their lavishly illustrated atlas describes layering techniques that were traditionally the preserve of ceramists working with porcelain. It aims to help clinicians practise and predictably deliver minimally invasive direct composite restorations that accurately mimic the natural aesthetics of both anterior and posterior teeth.

The early chapters describe how the optical properties of enamel and dentine influence the choice of equipment, restorative materials and clinical techniques. The importance of tooth shape, surface texture and colour is stressed and explained

in detail using carefully chosen diagrams, artworks and inspirational photographic examples.

Readers are taught how to choose polychromatic materials and optimize shade selection based on a sound understanding of colour theory and dental materials science. Having explained the theoretical aspects of dental aesthetics the authors then present a series of meticulous step-by-step practical simulation exercises covering an exhaustive range of clinical situations and catering for *all* clinicians from undergraduate beginners to experienced masters. Uniquely the clinical relevance of each chapter is reinforced via detailed interview contributions from some of the world's most legendary experts in the field.

As well as acting as an outstanding 'chairside' practical guide, the book will also form an invaluable resource for dental educators, who may use it as a handbook to help teach direct aesthetic restorative techniques. Practitioners who study this book and make time for informed repetitious practice on natural extracted or plastic teeth will be rewarded with the confidence and ability to restore *any* cavity predictably using direct composite. While patients and dentists will be delighted with the results, technicians may have more than a little cause for concern!

This atlas is guaranteed to take its rightful place alongside Quintessence

practical classics such as *Fundamentals of tooth preparation* (Shillingburg *et al*), *Bonded Porcelain Restorations in the Anterior Dentition* (Magne/Belser), *Fundamentals of Operative Dentistry* (Summitt *et al*) and *Esthetics with Resin Composite* (Hugo). Like the outstanding illustrations presented on every page *Layers: An Atlas of Composite Resin Stratification* is a delightful dental masterpiece.

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