



CATEGORY 3 ALL TREATMENTS AND ROUTINE CARE RESUMED

Dear Patient:

We hope this letter finds you and your family in good health.

We are pleased to announce that as of the week commencing Monday 3rd August, we are able to offer all treatments including routine care.

Things are still very different for us and we have to follow new protocols in order to keep ourselves and our patients safe during the Covid-19 pandemic.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our practice will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again at your appointment
- We have hand sanitiser that we will ask you to use when you enter the practice. You will also find some in the reception area and other places in the practice for you to use as needed.
- We no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.

We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

What is the practice able to offer right now in terms of services?

We are able to do any treatment that creates an aerosol (dental drills) as we now have access to the proper PPE, have been trained in the use of it and have new policies and protocols in place to keep everyone safe. When we use our dental drills, it is important that the appointment is kept separate to other types of appointments that do not require them. We have therefore set up an 'Aerosol Clinic' and a 'Non-Aerosol Clinic'. Our aerosol clinic will be in the afternoon Monday to Thursday and all day on Friday. We are able to offer check-ups in the morning up to lunch time Monday to Thursday. If you require an after-school appointment for your family, please book in for the next available half term as we will not be able to offer any afternoons at this time.

Check ups

In order to not expose staff members to unnecessary aerosol we will not be offering cleaning with your check up during the pandemic. We have always cleaned our patient's teeth even if they did not require it, however the guidelines have always been – that it should only be part of your check up IF you clinically need it. If after your check up it is clear you clinically require a clean, then you will be asked to come back to our aerosol clinic or be referred to the hygienist. If you require treatment when you come for your check up and the dentist needs to use a drill, we will be unable to do this for you on the day like we may have done for you in the past – we will ask that you come back to our aerosol clinic.

Patients that are mid treatment or on the aerosol waiting list

Patients we have cancelled mid treatment during the pandemic or any patients that are currently on the aerosol waiting list, will be offered appointments as priority patients as soon as we can provide them. Please bear in mind we have many patients waiting and can only see a handful of these per day due to extended appointment times. Please be patient – we can offer remote consultations with a dentist if you are worried.

Dental Hygienist

For now, the hygienist must be postponed until we can get through the next few weeks and see patients that require treatment. This is because cleaning teeth requires a dental drill and is therefore an aerosol – if you would like to go on her waiting list please contact us. Anyone we have cancelled since March will take priority.

Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Thank you to all our patients who have supported us during this time and the lovely feedback we have received whilst doing our best to help our patients during this time!

We hope to see you all safe and well very soon!

All the team

STAY SAFE!

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