



## IMPORTANT

If you have a dental problem, please give our Reception Team a call and we will arrange an appointment where necessary.

### Changes due to Covid-19

We are continuing to follow the guidelines set by the Chief Dental Officer for England and other regulatory bodies to ensure the safety of our patients and staff. These mean that we are still restricted in how many patients we can see per day and that patients must be prioritised by urgency. If you have a dental problem/concern please do give us a call.

Many of our procedures result in the production of airborne particles. These particles are a mix of water, saliva, bacteria and microorganisms that occur naturally in the mouth. They can also include viruses, a particular concern during this pandemic. We have therefore had to implement new, important infection control procedures. If we need to use a drill, for example, that surgery is then out of action for up to 30 minutes after that patient leaves to let things settle, and then for a further 20 minutes to enable us to thoroughly clean the surgery and set up for the next patient. This means we can see fewer patients in a day than before.

As you will be aware, we had to cancel a huge number of routine check-up appointments last year for several reasons, including the requirement to prioritise appointments by urgency and minimise face to face patient contact. We understand that this was frustrating. Our dentists are risk assessing all of their patients, and where there is space in the books, those at higher risk are now being booked in for routine examination appointments.

Our hygienists are available to treat patients. At present a hygiene appointment will involve assessing current condition, providing oral hygiene advice and using hand instruments as required. We have extended the length of a hygiene appointment to accommodate this change and the cost for this is now £65. If we used the ultrasonic scaler or Airflow at this time which both create a water aerosol, we would then have to 'fallow' the surgery after each appointment and this would involve an additional charge. If you believe you would benefit from a hygiene appointment, please give us a call.

We understand that it is frustrating that we still can't see patients as in pre-pandemic times. We feel very strongly that our patients and staff's safety is the most important consideration and we will continue to follow the guidelines dental practices have been given. Thank you for your patience and understanding.

