

GREAT NEWS!

Following updated guidance regarding the provision of urgent dental treatment in Scotland, we are now in a position to begin arranging face to face urgent care where appropriate. In line with Scottish Government guidelines this will initially be able to see patients for emergency and urgent treatment.

Currently we are advised by government officials to postpone any routine care however we will follow up and book in our patients for their regular care as soon as we are advised that we are able to do so. We expect that to follow in the next few weeks.

It has been seen internationally that dentistry remains safe for both our patients and the dental practice teams. We are however following guidelines to maintain social distancing whenever possible and you may notice us with some updated PPE in order to increase levels of safety during this period. Please be further reassured that dentistry in the UK continues to have the highest standards of cross infection control.

We apologise in advance for any noticeable reduction in social interaction that this will necessitate. Whilst our PPE may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all. We will continue to provide you with pain free dentistry whilst and make sure you remain informed on all aspects of your treatment along the way.

We have some minor changes to your journey when visiting the practice as set out below. We can also provide more detailed information on when and why we are working this way at your request.

We are in the process of getting in touch with patients who have experienced a dental problem during lockdown to provide treatment as our first priority.

At present, under the advice of the Chief Dental Officer, any care under NHS contract is to be referred to an urgent care hub for face-to-face treatment provided the referral criteria are met. As a result, with NHS treatment restrictions we are only able to provide advice regarding pain relief and antibiotics where appropriate.

As we are sure you can appreciate the practice will be following an updated attendance policy in line with legislation and guidance. As such there are a few simple changes to be aware of:

- Patients can only be seen by appointment in order that we are able to maintain social distancing requirements within the practice.

- You will be contacted prior to your appointment via phone call to ensure you have no symptoms or been in contact with someone with Covid-19.
- Before attending a dentist may wish to have a video consultation with you where possible to assess your problem in order to plan treatment before you attend.
- Please travel alone where possible and endeavour to arrive no sooner than five minutes before your scheduled appointment.
- You may be asked to wait in your car until the practice is ready for you in order maintain social distancing
- On arrival, we will repeat our questions to confirm you are not considered at risk of transmitting Covid-19
- You will be asked to sanitise and wash your hands-on arrival.
- Payment for treatment should be made using a debit or credit card to allow a contactless transaction or before your visit via phone call

For anyone wishing for a consultation without attending the practice we can provide this through Zoom and FaceTime video platforms. Please contact us to make arrangements for a suitable time.

To reassure patients there is currently no evidence to suggest that there is a risk of contracting Covid19 from dental procedures for staff or patients. However, these enhanced procedures will be present for as long as the virus is in the community to give us all peace of mind and additional protection.

We do understand that as some of our patients are over 70 or shielding due to underlying health conditions you may be anxious to attend. We are happy to discuss any concerns with you individually to meet your needs.

If we feel that you are at risk of having possibly been infected, even if you are asymptomatic, we will respectfully request you to delay booking any appointments with us for at least 14 days.

We thank everyone who chooses to visit us and for their patience during lockdown. We are proud to serve our community, who have done so well in coming together and we look forward to seeing you as soon as we can

Stay safe