

BELHAVEN

DENTAL SURGERY

**REOPENING OF DENTAL
SERVICES**

PATIENT INFORMATION

INFORMATION CORRECT AS OF 8/6/2020

BACKGROUND

On 23rd March 2020, due to the Covid-19 pandemic we were advised by the Chief Dental Officer for Scotland to close for any face to face treatment

Although this was difficult for us as health care professionals to not be able to continue our regular treatments, all of our patients have still been able to access emergency care

Our dentists have been available to patients, both our own and unregistered patients by telephone from Monday to Friday 9am to 6pm, and have given many patients advice, prescribed medications, and where necessary referred for treatment at Urgent Care Centres. Most patients have been seen within 24 hours at these centres.

In addition our dentists have been working at these Urgent Care Centres to see patients, and one will continue to do so to provide additional care

The reason for these restrictions was to minimise patient contact in view of the lockdown nationwide and to allow a period where dental environments could be assessed for safety to staff and patients

Now that lockdown restrictions are being eased, we are in a position to be resuming face to face treatment soon, in a phased return .We will receive information after next Scottish Gov announcement on 18th June and will inform patients when we have a reopen date

TIMETABLE



We know many of our patients are eager to resume routine treatment, however we ask that you read this policy carefully, have patience with us, and understand that we must adhere to Government recommendations



Our initial reopening will be for URGENT treatment only.

We are unable to book any advance appointments for routine care at this point.

We will keep in touch to let you know when routine care can be resumed



In this initial period we ask that you only call if you require advice about a current issue. We will maintain regular email, website and social media information to let our patients know when we can resume regular treatment.

Please do not call to book an appointment for a check up or routine treatment at this time.



If you have previously called during lockdown and been noted for a priority appointment we will contact you within 3 weeks of reopening. If your issue becomes urgent please contact us by telephone on 01475741186



WHAT ARE
THE
CHANGES
AHEAD?

AEROSOL PRODUCTION

Many of us will have learned some new words during this period, and one of the phrases used in dentistry is Aerosol Generating Procedure (AGP)

An AGP is anything that involves creating an aerosol (spray) – so using the air spray we use to dry teeth, any form of drilling or polishing, and using the water based scaler the hygienist often uses

Currently, whilst Covid-19 is prevalent, to protect the dentist the guidelines are that special masks need to be worn by the dentist which form a tight seal if any AGP is performed. These masks are in short supply and needed in hospitals, so we have been advised that for the moment, in NHS dental practices in Scotland we are NOT allowed to perform any AGPs

If you require a routine filling, this will be delayed at the moment, we can in some cases provide temporary dressings on these teeth in practice without an AGP

If you had an immediate need for treatment that involved an AGP then we would refer onwards to the Urgent Care Centre where the staff have the correct protection

WHAT CHANGES WILL THERE BE? - PRIOR TO ATTENDING

Our front door will be CLOSED. Patients will be able to attend by appointment only. All other enquiries should be by telephone to minimise contact.

We will have limited appointments so may be unable to accommodate specific time requests

Prior to your appointment, you will have a telephone consultation with one of the dentists, to make a general assessment of what may happen. This allows us to minimise patient volume in the practice and prioritise need. We often use video consultation, this can really help assist us to work efficiently, and is easily used via a link we email to you

We will ask that you complete any necessary paperwork online prior to your visit. If you are unable to do this, please discuss with our staff who can help.

To reduce spread of Covid 19 it is ESSENTIAL that you do not attend if you have any symptoms. If you have any symptoms and are also experiencing urgent dental issues we can arrange for your care outwith the practice or offer home care advice/prescription

WHAT CHANGES WILL THERE BE? - WHEN YOU ATTEND



- We have always had very high standards of cleanliness at Belhaven with very well trained staff, so our decontamination procedures will remain largely unchanged
- Please attend your appointment no more than 5 minutes prior to your allotted time, and use the entry buzzer
- There will be hand sanitiser at the door to use prior to entry
- Where possible, please attend alone, and bring minimum belongings
- Our waiting room and reception area now allow social distancing and minimise contact points.
- We ask that you try to avoid using our toilet facilities as guidance states we must thoroughly clean between each use, but they are always available for emergencies
- Our reception area will have screens to protect our reception staff,
- We ask that any payments are by card

WHAT HAPPENS IF I AM SHIELDING AND HAVE A DENTAL ISSUE?



Many of our patients may be vulnerable due to age and health conditions, and we want to ensure that we can accommodate you if you are shielding but have a dental emergency



Ideally one of our dentists will have a video consultation with you to discuss options, and we may be able to manage the problem with home care or prescription



If we feel that it would be in your best interests to be seen at the practice we will make arrangements so that you are seen at a time when the amount of staff present is minimal and that you are the only patient at the practice at that time – ideally at the start of a session prior to us seeing anyone else



Please let reception know of any issues you may have, or any special requests

THANKYOU



I would personally like to thank all of our patients at Belhaven. We have had so many lovely chats with patients by telephone who have been extremely understanding of the challenging situation we are facing, and so supportive of our business.

We are keen to get back to normal, but it is vital that we consider any changes carefully, at the forefront being our staff safety and your safety, as well as current pandemic advice

I understand many of you were mid treatment, and face delays to complete treatment, I assure you we will do our very best to get everyone sorted as promptly as possible

We will have an enormous task of administration to sort through priority appointments and deal with urgent issues, so please do bear with us.

We will let you know when we can resume more routine care. In the meantime, this will be a small step back to normality.

Catherine Jones (Belhaven owner and principal dentist) and Team Belhaven