

Dear Patients

You, like all of our patients, are part of our family at our clinics. And, just like you, keeping our family safe and healthy during this challenging time is our first concern. In order to protect your overall health as well as your oral health, we have taken the following measures.

Postponing all routine appointment

In keeping with the latest government advice, all routine appointments have been suspended from 23rd March. We are hoping to contact patient once we can re open the diaries. Don't worry, this doesn't mean your appointment has been cancelled. If you had an appointment booked you can expect to hear from us soon to rearrange it for a later date.

When it's safe for us to operate normally again, we will be extending our opening hours to make sure that no-one is waiting longer than they have to for their check-ups.

We're still here to help

Ensuring you are cared for is a duty that the whole practice team takes very seriously. Rest assured we will provide all possible assistance that is safe and in line with government guidance.

Emergency treatment at the practice

Emergency appointments at the practice

While we want to be there for you in any way we can, current guidelines have made dramatic changes to the provision of emergency care. If you find yourself in a dental emergency, please call us at the practice and we will help direct you to the correct place for care.

We please ask, however, that you don't put yourself, or anyone else at any unnecessary risk. If you're experiencing a problem and you're not sure if it requires an emergency appointment please consult the emergency questionnaire below.

Do I need emergency treatment?

Don't take any unnecessary risks. If you're experiencing a dental problem, these questions will help you decide if you need to be seen for urgent treatment.

Bleeding

1. Is following a tooth extraction? If yes, have you bitten on the gauze provided for 15 minutes?
If you haven't, there's no need to book yet
If you have, book an emergency appointment ASAP
2. Is it your gums that are bleeding? **If yes**, this is not urgent and there is no need to book
3. Was the bleeding caused by a blow or other trauma to your mouth? **If yes**, book and appointment ASAP

Swelling

1. Have you noticed any swelling around the tooth or can it be seen on the outside of your face?
2. Does the swelling extend to your eye/neck? **If yes**, book an emergency appointment ASAP
3. Is the swelling affecting your vision, your breathing or is it preventing you from opening your mouth more than two fingers wide? **If yes to any of these**, go straight to A&E

Trauma

1. Has the trauma caused you to experience any loss of consciousness, blurred vision or vomiting?
If yes to any of these, go straight to A&E and call the practice
2. Has the trauma broken a tooth or has a tooth fallen out? **If yes to either**, book an emergency appointment ASAP

Pain

1. Is the pain making it hard to eat or affecting your sleep? **If yes**, this may be urgent but if the pain can be managed with pain-relief then consider the risk of attending an appointment before you book

Is attending an emergency appointment safe for you and others?

If you or anyone in your house is self-isolating, do not book an emergency appointment. If you are experiencing any symptoms, like a continuous cough or a high temperature, do not book an emergency appointment.

If you do need to attend an emergency appointment, please follow the below guidelines:

1. Please come alone, unless you have children and don't have child care
2. Please come 10 minutes earlier to complete a medical form
3. Please bring reading glasses if you need them
4. Please bring a list of the medications you take

The following problems are non-urgent and do not require an emergency appointment:

- Loose or lost crowns, bridges or veneers
- Fractured or loose dentures
- Fractured, loose or displaced fillings
- Chipped teeth with no pain
- Loose wires
- Bleeding gums

I can't stress any more how important you are to us, not just as a business but personally. Please do everything you can to keep yourselves and those around you safe. Don't take unnecessary risks and for the moment stay indoors wherever possible.

We can't wait to see you again and have the chance to talk under better circumstances. If you have any questions, please call our team on our practice telephone numbers or email us using the link on this website.

Yours sincerely

Your Dental Team