

Date: 01 July 2020

REF: Smiles are Back! Practice Open

Dear Patients,

Having suspended normal services on 20th March we are delighted to announce we are reopening on 6th July 2020.

We appreciate that this has been a difficult time (not just dentally speaking) and we would like to thank you all for your patience and support. The Team have been researching and then training to remain up to date. We are all looking forward to seeing you.

We are guided mainly by our mission to help you achieve healthy confident smiles. Also, by some new factors including:

- COVID 19 UK Government policy
- COVID 19 NI Executive policy
- Public Health Agency policy
- New dental science and guidance from many sources

All of this has fed into a review of our policies and procedures including how the premises will be utilised. You will find full details of the changes in the attached document '**COVID 19 Patient Information Letter**'.

At the same time a number of the Team have made major training commitments recently including various Masters Degrees and Diplomas so this will help keep the standard of your care as high as possible. This has been one of the blessings of lockdown.

A Summary of What is New

The Team is the largely the same. Laura has fallen in love and is leaving the practice to move down South. Laura has been a brilliant colleague and clinician and we would like to wish her all the very best for the future. We are delighted to welcome George Cortvriend to the team. George is a superb professional who we have known for years and his relaxed, purposeful manner will be a great asset.

Dental Services

Treatments: We are providing nearly all of our services from 6th of July.

Sedation: Gas and air sedation is not available at this time and we will let you know when that comes back on stream.

DENTISTS	Lucy Stock BDS DipImpDent RCS(Eng)	Trevor Martin BDS PGCert(Eastman UCL)	John-Joe Hartigan BDS MJDF RCS(Ed) AKC MClinDent(Prosth) PGCertClinEd	MANAGING PARTNER Adam Jaffa BA Dip Couns RDN
	Naweed Mahmood BDS BSc(Hons)	George Cortvriend BDS MFDS RCS(Ed)		

Hygiene Services: Hygiene services have been impacted by some of the new regulations and will restart on 3rd August. So, we apologise for this delay. If you are experiencing any kind of gum problem in the interim, please get in touch and one of the dentists will happily attend to it.

New Safety Measures

COVID 19 related changes to service delivery and use of premises. There are various steps to keep everyone as safe as possible including enhanced cleaning regime and social distancing throughout the building. These measures will evolve with the situation in the wider community and new science as it emerges. We will keep you updated at all times.

Opening Hours

Normal hours of 8am-4pm most days and occasionally later.

Saturday appointments will continue after Laura leaves with Naweed.

Booking Appointments

Booking appointments by phone and email is best.

Online Booking has been turned off for now, we will notify you when it resumes.

Bookings Phone: 028 9032 6795
 Email: info@gdconline.co.uk

or contact Adam or Michele directly:

Adam Phone 07989 975 584
 Email: adam@gdconline.co.uk

Michele Phone: 07985 710 483
 Email: michele@gdconline.co.uk
 (Mon, Tues, Thurs, Fri 9am-4pm)

Scheduling

In these times it makes sense to complete most treatments over fewer, longer appointments. We will remain strict on the cancellation policy of 24 hours weekday notice of any changes so we can be available for emergency cases.

New Forms to Complete

There are some new forms that need completed before your appointment. To help simplify this we have a new Patient Portal that emails you the forms for you to complete and return. The Patient Portal keeps your completed forms with your patient file so we can check it before your appointment. Please look out for these emails which will be in addition to the normal confirmation SMS and emails you have received in the past. If you do not have email, we can post the forms to you so please allow time for this.

Video Calls

We are working on a new process where you will be able to video call the practice if you wish. These calls will not replace formal examination appointments but will make us more accessible to you. If you would like more information, please get in touch.

Treatment Fees and PPE Surcharge

Our Treatment Fees have not changed. We do have a new PPE surcharge which reflects the type of treatment and the amount of staff required for your treatment.

Explainer: *These surcharges are due to enhanced PPE and cleaning requirements with new dental; regulations and policies in 2020.*

An AGP procedure is one which generates an aerosol of fine mist while we complete the treatment. This is completely normal part of dentistry however there is a small risk of accidental transmission of COVID 19 within the mist. Thus, the need for extra PPE and updated policies and procedures to protect you and all those involved in your care. We are doing everything we can to keep the surcharges as low as possible whilst maintaining safety standards and keep the situation under review.

Examples of non AGPs include examinations, x-rays, CBCT scans, some orthodontic review appointments, some extractions, some denture stages, botox and fillers.

Examples of AGPs include most fillings, root fillings, complex extractions, most implant related treatments, most treatment of gum disease, most crown, bridge, veneer or denture appointments and some orthodontic appointments.

Hygiene visit (non AGP)	£10
Hygiene visit (AGP)	£20
Dentist plus nurse appointment (non AGP)	£15
Dentist plus nurse appointment (AGP)	£35
Dentist plus 2 nurses appointment (AGP)	£50

Please do ask if you have questions about this information and we will be happy to help.

We hope you find this information helpful. We have already started booking appointments for those who have been experiencing dental problems and whose treatment was interrupted by the lockdown. Please do get in touch if you would like to discuss anything here or book an appointment.

We look forward to seeing you. Smiles are definitely Back!

Best wishes

Lucy, Adam and The Team