

Wednesday 25<sup>th</sup> March, 2020.

You, like all of our patients, are part of our family at **Henderson & Hardy**. 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 **23<sup>rd</sup> March, 2020**. 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 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. As a Denplan patient you will also have priority for our appointment times and we will see you as soon as possible.

### **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.

Due to the recent government guidance provided around the provision of dental care, we have been instructed by the Chief Dental Officer for Scotland that it is no longer safe for our patients, or our staff, to continue providing emergency treatment and that we are to have no face-to-face contact with patients. We are very sorry to find ourselves in this position as we never want you or any of our patients to be left in pain.

All the dentists will be available for telephone conversations and advice in normal working hours. It will be necessary for the dentists to assess the nature of any emergency dental problem you may have. We will take a detailed history of the complaint over the phone and, if necessary, by mobile phone video consultation to ascertain the severity. We will give appropriate advice and can arrange for collection of any relevant prescriptions from a convenient pharmacy. If a dental emergency cannot be resolved in this way, we will refer you onwards to a designated treatment facility for intervention

The NHS is providing emergency clinics where possible. If you need to be seen urgently please call 111 for more information.

## **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?
2. Is it your gums that are bleeding?
3. Was the bleeding caused by a blow or other trauma to your mouth?

### **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?
3. Is the swelling affecting your vision, your breathing or is it preventing you from opening your mouth more than two fingers wide?
4. **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?

### **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 do this until it is no longer effective. At that point, contact us for a telephone consultation.

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

## **Taking care of your oral health during this time**

### **Your Denplan payment plan**

We're so pleased that you have your Denplan payment plan to continue supporting your oral health during this time. Your plan ensures that when we are able to treat you again at the practice as normal you will have priority for booking appointments and you can return to the practice with the confidence that the cost of your check-up is already covered. At times like this protecting every aspect of our health is invaluable, and Denplan is a great way to protect your teeth and gums.

**Remember to keep your oral health in mind**

The health of your mouth can have a big effect on your overall health and wellbeing. During this period of social isolation take some time to refresh your oral health habits and make sure that your teeth and gums stay healthy. Remember:

- Brush with a fluoride toothpaste before bed and at one other time during the day
- Use floss, or where needed and interdental brush, to clean between your teeth each day
- Limit the number of food you eat that contains sugar
- Limit the number of sugary and acidic drinks you have

**Any additional aid the practice want to offer****We're here to support you in any way we can**

As a part of our practice family, your oral health isn't our only concern. While we're living in such uncertain times, our whole team agrees that we want to do anything we can to support you and your family. If you or one of your loved ones are self-isolating and you need help with getting essentials or picking prescriptions, please give our team a ring. We will be happy to help you in whatever manner we're able.

**Please talk to us if you have any financial concerns around your care**

We understand that not everyone's job or income will be stable right now, and it could be quite a concern. If anyone is experiencing financial difficulty we'd like to invite them to speak to our practice team in confidence. We will then look at what we can do to help support and keep everyone we can registered as a patient at the practice.

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.

I 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 [01224 640764/643728](tel:01224640764) or email us at [henderson-hardy@btconnect.com](mailto:henderson-hardy@btconnect.com).

Yours sincerely

Debbie, Lorraine and Chris