



3.6.20

Dear Patients of Camborne Dental Practice

The incubation period for COVID-19 averages 5 days and can be up to 14 days, during which time patients are thought to be infectious even though they may be asymptomatic. It must therefore be assumed that many people may be asymptomatic and are either carrying or incubating the virus. This applies equally to clinicians, team members, patients, and members of the public. There may also be individuals who choose to conceal their symptoms to access dental care.

Therefore Camborne Dental Practice will treat all patients as if they are infected and apply appropriately strict protocols for the protection of patients, clinicians, and team members.

To reduce spread of the virus, it is imperative that everyone continues to follow the UK government instruction to minimise contact and to observe strict social distancing of 2 metres in all situations as far as is possible.

Re-opening the Practice in Phases

Updated COVID 19 guidelines mean that we can see you face to face from Monday 8th June.

The first few weeks will be for urgent dental problems and treatment.

All routine appointments booked in June and July are currently postponed and we will be in touch to rebook as the restrictions are further eased.

Those who have already contacted us during the lockdown period, will be called during the next week to arrange a consultation appointment.

If you are experiencing a new problem, please call the practice and your call will be diverted enabling you to speak to one of our team.

Due to social distancing and limited patient access, we would prefer that you call us about your dental problem, rather than coming into the practice please.

If you have treatment that was not completed before the lockdown or you are a patient who sees the hygienist more than twice a year, please expect a call from us in the next few weeks to discuss your treatment plan.

As the lockdown eases further and social distancing is relaxed, we will then be in a position to resume our regular dental appointments.

What does this mean for your next visit to the practice?

1. In order to manage these imperative operational changes, we have decided to pause all appointment reminders by text, letter and email until we can offer routine appointments.
2. It is currently part of our COVID-19 Standard Operating Procedures (SOP) to call you the day before your appointment and ask you a series of medical questions to ensure you are well enough to attend the practice
3. Card payments will be taken for the treatment during this call as will not be able to take any payments in the practice
4. We will email you a consent form for you to read through before coming to the practice. The purpose of this is to ask for your consent to receiving treatment at our practice during the outbreak of COVID-19
5. Please print it off and sign it if you are happy with the content, then please bring it with you when you attend. If you are unable to print the consent form please instead reply to the email signifying that you consent to receiving treatment at our practice during the outbreak of COVID-19
6. Please bring a pen with you to the practice to sign your medical history and/or consent form
7. Please could you clean your teeth thoroughly before attending for your appointment and avoid all food and drinks until after your appointment
8. You must come on your own (unless there is a need to be accompanied), for example a carer of a vulnerable patient or child under 16
9. The waiting room is currently restricted and our reception team are working in a separate office area. Because of this you will not be able to enter the practice early and sit in the waiting room, so if you are early, please wait in your car or outside the practice

10. If you have a mask, please wear it to the practice. If you do not have a mask, we will provide you with one and ask you to wear it whilst in the practice, apart from when we are providing clinical treatment
11. The main door will be closed and there is a notice on the door informing you of the mobile to call when you arrive
12. The dentist and nurses on duty will be wearing Personal Protective Equipment (PPE) and will meet at the door. You will be asked to sanitise your hands, we will also take your temperature and ask you some medical questions
13. If your temperature is 37.8 degrees centigrade or above, you will not be permitted to enter the practice and can be referred to a dedicated facility
14. We will ask you for your signed consent form and provide a mask if you aren't wearing your own
15. You will be asked to place all of your belongings in a bag for safe keeping during your visit
16. After your treatment we will ask you to sanitise your hands before leaving the practice
17. If you require a further appointment, we will call you with a detailed explanation of the treatment required, the cost and we will be able to answer your questions prior to booking you in

An emergency consultation appointment requires our regular PPE, however treatment appointments involving an aerosol generated procedure requires enhanced PPE.

This includes a full gown and a specific face mask. This is for your safety and is an unexpected cost to the practice.

We also have to leave the room an hour between each procedure to safely decontaminate and disinfect, ready for the next patient.

We see the PPE as a temporary cost for now and have therefore decided to keep our treatment fees the same and absorb the slower output to ensure we are all safe, but make a charge for the PPE currently required, which is £30 a visit.

The emergency consultation appointments are £154.00, if you are a member of our dental plan, then this covered by your monthly payments.

As you can appreciate there are numerous changes to how you would normally visit the practice.

It is imperative that we follow this procedure until it is deemed safe to move to forwards into a more relaxed service that we are all used to experiencing.

Should you have any questions, please do not hesitate to get in touch, preferably by email as the phone line is still currently reserved for dental emergency contact only.

Please also look out for further updates on our Web Site home and Facebook page.

Once again, when we are in a position to see you for your routine visits we will send you your reminders by your preferred method of communication.

We would like to take this opportunity to reassure you that with these measures in place, you are safe to visit us.

Yours sincerely

Dr SF Hamilton and Associates

Principal Dentist

NB: a full copy of our COVID-19 Standard Operating Procedure Version 1 is available in an electronic version. If you would like a copy, please email: info@cambornedentalpractice.co.uk

Please note: These protocols have been produced following a review of protocols from around the world so that learnings can be incorporated. They also follow (and in some areas, enhance) guidance issued by NHS England, NHS Improvement and Public Health England. Dentists should exercise their clinical judgement, taking into account their own practising circumstances. Any variation from these procedures should involve a rigorous, documented risk assessment prior to modification.