



9<sup>th</sup> April 2020

Dear All,

We have just had confirmation this morning that urgent dental care centres are opening today in our region. The locations are not known to dentists, and we will only become aware of where they are once we start referring patients.

If you do suffer from a dental emergency, please record information about it in a diary, along with any medication or precautions you have taken. You will not be able to be seen for broken fillings and overall restorations including crowns.

The dental centres are only open for trauma, uncontrolled bleeding, severe pain and swelling that can jeopardise someone's wellbeing, especially when medical history is taken into consideration.

When a referral is made, a COVID-19 patient assessment is also required, which complicates matters for where and when you'll be referred. You will be referred electronically and promptly by myself; however, there is a large amount of information that needs to be dispatched, and you will be reassessed over the phone by the urgent care centre before an appointment is made. The above process could take longer than 24 hours, and there is no guarantee of being seen; I will have already discussed this with you.

In the meantime, please try to keep to certain meal times and avoid snacking. Try to follow morning, mid-morning, lunchtime, mid-afternoon and evening meals at a maximum, with restricted sugary snacks. Consume plenty of water and keep your oral hygiene to its maximum without fail. Even if you experience broken fillings, keep everything clean.

The telephone numbers for ringing in an emergency are still the same:

- If you are contacting the practice with a dental emergency, or if you would like dental advice **during office hours** please ring **07533 765 841**.
- If you have a dental emergency **out of office hours**, please call the relevant number below:
  - Private patients should call 01845 469299
  - NHS patients should call 111

Please try to stay positive at all times and do not hesitate to contact me on the emergency number above if you have any queries, or require advice.

I hope that you and your families are coping and staying safe in the current situation.

My best wishes to all of you, and I will continue to keep you informed of any developments.

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