

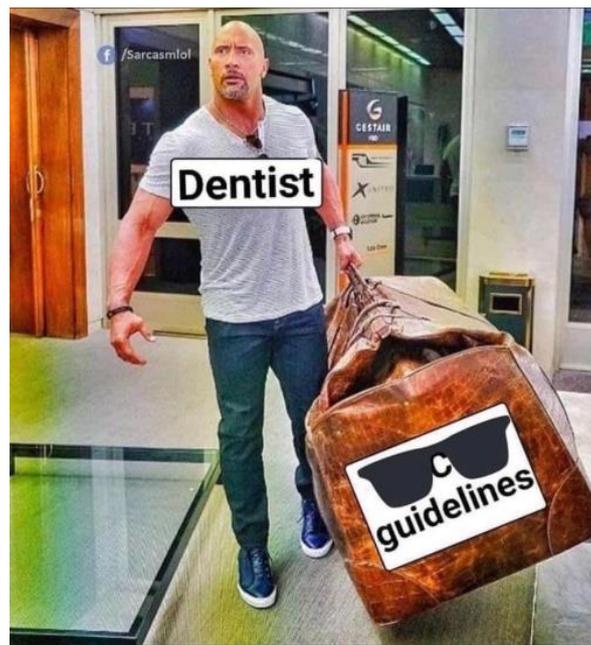
27<sup>th</sup> May 2020

Dear all,

I hope that the latest practice news finds you in good spirits, and you are managing to enjoy the good weather.

We have been informed that there have been 1,119 referrals to urgent dental care centres across Nottinghamshire. As a practice we have made 3 referrals.

Sourcing the correct Personal Protective Equipment (PPE) has been a challenge, and we are waiting for fluid resistant gowns to reach us this week. The half face respirators purchased were successfully fit-tested on the 21<sup>st</sup> May, and they will be useful for certain procedures; you will not always see us wearing them. We are meeting again as a practice team on the 28<sup>th</sup> May to rehearse our policies and procedures.



We have had a tsunami of guidance reaching us (it really does feel like the picture above). The official guidance from the Chief Dental Officer (CDO) in England remains largely unchanged. There have been statements from the Care Quality Commission (CQC) and the General Dental Council (GDC) confirming that the decision to provide some **emergency face to face assessment and treatment** rests with individual practices themselves; whilst following guidance that is available. Strict cross infection prevention and control measures are in place at the surgery to ensure that the risk of passing on or catching the virus is mitigated. Your safety and the safety of the dental team are of paramount importance, whilst always acting in your best interests.

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With all the above in mind, the 'new normal' in dentistry will continue to include remote triaging over the phone or via tele-dentistry (video), in order to minimise the amount of travel to the practice. **We are considering resuming face to face appointments from either the 8<sup>th</sup> June or the 15<sup>th</sup> June, for dental emergencies only that cannot be controlled with remote triage and advice.** There will be occasions where a face to face assessment will be required to create a more robust and definitive solution for the patient; certain treatments will still require a referral to a local Urgent Dental Care Centre, as per current guidance. We will be asking you about your current COVID-19 status and any changes to your medical history. Until further guidance is received from NHS England, we will not be able to offer face to face emergency appointments to our NHS patients in the practice; however, should a dental emergency occur that cannot be controlled with remote triage and advice, NHS patients will be referred to the urgent dental care centres as required.

Therefore, all routine examinations and treatments (including hygienist appointments) in June will be cancelled and rearranged. Patients who have notified the practice of dental concerns that still require further assessment and treatment will be contacted. I would encourage you to email or call the practice with any concerns you may have, in order to enable us to start planning your treatment needs.

The telephone numbers for ringing in an emergency, or if you require advice, remain the same:

- **During office hours:** please ring **07533 765 841**
- **Out of office hours:** please call the relevant number below:
  - Private patients should call 01845 469299
  - NHS patients should call 111

Once again, my very best wishes to all of you, and I will continue to keep you informed of any further developments.

Do not hesitate to contact me should you require any further information.

Dr Niki Kitsiou

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