

November 2020



Dear Patient

Further to the Government's announcement of further lockdown measures from 5 November due to a rise in cases of Covid-19, we would like to take this opportunity to advise and reassure you that dental practices in England are able to remain open, both for urgent and routine care.

The guidance states that, 'a number of public services will also stay open and you will be able to leave home to visit them. These include... the NHS and medical services like GPs'. Dental care falls into the category of medical services and Sara Hurley, Chief Dental Officer for England, has confirmed that practices may remain open.

We are delighted that we have already been able to see so many of you since re-opening in June. You have trusted us to provide a safe environment for you and your safety will remain paramount at every visit. Our letter to you in June outlined the extra measures we have put in place and in addition to these we have worked hard to ensure we have the additional PPE required and invested in technologies to improve air quality in the dental surgeries.

For those who have attended recently, we would very much like to thank you for adapting to the new routine and playing your part in keeping everyone safe.

We know that there is a link between good oral health and overall health and wellbeing. Gum disease has been linked with a number of general health conditions and therefore we recommend that you continue to attend for your regular routine visits. Our team of hygienists have been working hard under the current pandemic limitations to continue to provide a service that helps you to maintain a healthy mouth. When our routines change it is easy to forget about our daily habits such as cleaning our teeth twice a day and remembering to clean in between them as well!

Of course, we also understand that attendance is a personal choice and some of our patients may prefer to defer their appointments, particularly those in the more vulnerable groups. Should this be the case, please remember we are happy to offer telephone and video consultations to talk over any dental concerns you have. We also advise that patients in the high-risk category delay non-essential treatment until further guidance has been given by the relevant authorities.

This has been a difficult year and we realise that we are some time away from working in the way we used to. Our reception team very much miss seeing your lovely smiles at the desk but at least they can still spend some time with you on the phone. However, what this year has also shown us is the true resilience of our patients and commitment to their dental health.

Please do get in touch if you have any questions or concerns. In the meantime, stay safe and well and we look forward to seeing you soon.

Kind regards

*Graham, Chih, Naveed and all the team at Katoomba*