



2nd December 2022

Dear patients

Moving forward as we begin to emerge from the Covid pandemic, there are a number of significant changes at Ghyllmount which we would like to keep you updated with. However there are obviously concerns regarding the new variant and we will keep you updated if guidance changes further.

Changes to appointment procedures

Last week the Dept of Health relaxed some of the current infection control procedures for dentistry. The major changes are summarised below for patients who have been satisfactorily pre screened as low risk :-

- The front door will remain locked to allow for pre treatment screening
- The reception desk will be reopened for appointment booking, or you may continue to e mail or telephone if that is more convenient.
- The waiting room has reopened with limited capacity seating, but you may continue to wait in your car if you wish or the waiting room is full.
- The toilets have reopened.
- Facemasks will continue to be required to be worn when attending an appointment
- The online booking for hygiene and examination appointments will restart in January.

Pre appointment screening

If you answer yes to any of the following questions or you have a chest infection which **could potentially be a Covid symptom** we would ask you to cancel your routine dental appointment. Patients who do not pass the screening will still be able to access urgent and emergency care but at specific times for higher risk patients. We will be performing additional checks at the door to confirm that screening has occurred. We understand this can be frustrating but it is necessary for the continued safety of our staff so please answer the questions honestly. Urgent care will not be refused for those who fail the screening.

1. Do you have any of the following symptoms;

- High temperature or fever?
- New, continuous cough?
- A loss or alteration to taste or smell?
- Chest infection which could potentially be Covid.
- Excessive fatigue

2. Do you or any member of your household/family have a confirmed diagnosis of COVID-19 in the last 10 days?
3. Are you or any member of your household/family waiting for a COVID-19/SARs-CoV-2 PCR test result?
4. Have you travelled internationally in the last 10 days to a country that is on the government red list?
5. Have you been identified by Test and Trace as someone who should currently be in isolation or quarantine?

Ms Rebecca Coates and Dr Maria Alimperti

From the 22nd January Dr Alimperti will be leaving Ghyllmount to work closer to home. Existing patients on her list will be transferred to Ms Rebecca Coates for routine dental care. We will contact you if any existing appointments need rearranging. If you hear nothing from us, your existing appointments still stand. Due to pressure of waiting times we are unable to transfer your care to any other dentist in the Practice.

Zero tolerance

The last 18 months have been a difficult time for us all, and patients expectations and frustrations are understandably rising the longer the pandemic continues. There have been reports in the local press of abuse received by our medical colleagues and their staff from patients. I would like to remind patients that we have a strict zero tolerance policy towards abuse aimed at any member of staff. Thank you for your ongoing patience.

Private Pay As You Go patients (non Denplan)

We have a number of patients on our mailing list who have visited us occasionally and are not on our Denplan maintenance list.

If you are not a Denplan patient. and would like to stay with us at Ghyllmount, we would ask that you attend for an examination in order for us to maintain your oral health. If we do not hear from you by 7th January 2022, we will presume that you no longer wish to be a patient and will remove you from our patient list.

If you have had an examination in the last 12 months, do nothing and we look forward to seeing you next time. If you have moved on and no longer require our services, just let us know and we will delete you from our database.

We are extremely grateful to all our patients for their understanding over the last two years working within the Covid restrictions. This has had a negative impact on our appointment waiting times and we are working hard to reduce these to pre covid levels. We look forward to a brighter future and seeing you all soon.

John Lewis
Practice Principal

Updating your details

We are reviewing our database and want to ensure all your contact details are correct

Please complete this form and either bring it to your next appointment or e mail to reception@ghyllmountdental.co.uk

Your details

Name _____

Date of Birth _____

First line of address _____

Post code _____

Mobile number _____

Home telephone _____

Email address _____

Contact consent

Are you happy for us to leave messages for you with a family member/answer phone?

No Yes please detail _____

Are you happy for a family member to make or change appointments for you?

No Yes Name and relationship _____

Are you happy for us to discuss any aspects of your dental treatment with a family member or partner?

No Yes Name and relationship _____

Signed _____ Date _____

We want to ensure that all areas of dental care are made as easy as possible for you and your family, including making or changing appointments. Please delete any specific areas that you would not be happy for us to share. Please let us know if you decide to remove your consent in the future, or would like us to change any aspect of the above form.