

Ghyllmount Dental  
4 Hobson Court  
Penrith  
CA11 9GQ  
20<sup>th</sup> August 2020.

Dear Patient:

We hope this finds you and your family in good health. As we look back on the last few months, I am extremely grateful for the continued support from our patients. I am also really proud of how the team have adapted and of how hard they have worked.

And now it's time to move on. We are pleased to be able to offer routine examination and hygiene appointments. If you have received a recall or are now due, please get in touch and we will be happy to book those in for you.

We are still having to leave surgeries fallow for up to an hour after a filling or aerosol treatment so we are operating a waiting list procedure for these appointments prioritised on a need basis. If you are on a treatment waiting list we will contact you when a space is available.

To increase capacity we will begin a split shift system in mid October offering appointments on a Tuesday and Wednesday from 8 am to 8 pm. These appointments will be for treatment only and this should help reduce waiting times. However to reduce the overload on the staff we are consequently temporarily halting our usual Thursday late nights from October 1<sup>st</sup>.

The dentists with special interests, have in the main returned and are working through their personal waiting lists. For those of you waiting to see them, we've looked at their case load and prioritised their appointments, and we'll be in touch with a revised schedule. We are pleased to announce the addition of Chris Rutter to the team who will be providing cosmetic orthodontics.

To allow us to streamline the reception process we will no longer be calling or e mailing with a pre appointment screening. Please find attached to this letter the Covid screening process, the changes to appointment procedure and advice on appointment booking.

**PLEASE READ CAREFULLY BEFORE YOUR APPOINTMENT**

Many thanks for your attention and if there are any concerns please contact the reception team, preferably on [reception@ghyllmountdental.co.uk](mailto:reception@ghyllmountdental.co.uk)

Yours sincerely

*John Lewis*

Practice Principal

## **PRIOR TO YOUR APPOINTMENT PLEASE COMPLETE COVID SCREENING**

If you answer yes to any of the following **Covid screening questions** then please do not attend the Practice for 14 days after symptoms disappear. Please email or phone to cancel your appointment.

Have you travelled outside of the UK in the last 14 days and been advised to quarantine or self isolate on your return?

Have you been currently diagnosed with coronavirus?

Have you had any contact with anyone with confirmed Covid in the last 15 days?

Is anyone in your household self isolating

Have you had any of the below symptoms in the last 14 days?

- a. Temperature or fever > 37.8 C
- b. Difficulty breathing
- c. Persistent dry cough
- d. Altered taste or smell

## **APPOINTMENT BOOKING**

- We envisage the appointment books getting very busy as the year goes on, so please do not put off booking your routine appointments. We are happy to book well in advance, so please get in touch and arrange any appointment that you are due or need.
- To maintain social distancing we are trying to reduce patient time in the building, so our reception desk will remain closed
- For the foreseeable future any booking of subsequent appointments will be by phone or e mail
- We will be taking pre payment for treatment appointments wherever possible.
- If your appointment is for an examination and you have an additional problem, this will not be dealt with at the examination appointment. Please contact reception and we will be happy to offer an alternative emergency appointment.
- Similarly if there has been a significant change in your medical history please contact reception to discuss.
- For anyone requiring urgent or emergency care we have emergency appointment slots every day.

## WHAT TO EXPECT DURING YOUR APPOINTMENT

**Please can all patients wear a face covering when you attend the Practice unless there is a medical exemption or for children under 11 years old.**

- Please arrive 5 minutes before your appointment
- On arrival come to the door and ring the door bell. A member of staff will come shortly and give you a buzzer. (door will be locked)
- You will be asked to wait outside or return to your car to await a buzzer call to enter the Practice.
- If possible please leave your coats and bags in the car.
- On entering the building you will be asked to sanitise your hands before being escorted to the surgery
- You will be unable to use our toilet facilities whilst in the building unless there is a medical need.
- Families with more than two children should bring two adults, only one parent and up to two children are allowed in at one time
- If a patient has a Carer, they can accompany the patient but will be required to wear a mask in the building.
- Until virus levels fall significantly we are reducing dental aerosols and our hygiene therapy will be limited to hand scale only. If this is not what you wish, please ring and cancel the appointment.
- Mrs Anderton is receiving medical treatment at present and hopes to return in October. All appointments booked with her before then will be completed by our Locum, Mr Tristan Tinn.

For further information on your new Patient Journey please watch the following video link;

<https://www.facebook.com/ghyllmountdental/videos/720003128831770/?t=1>

