

Ghyllmount Dental
4 Hobson Court
Penrith
CA11 9GQ
2nd November 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.

Following the recent Government announcement Ghyllmount Dental will remain open in the forthcoming lockdown to provide an essential health service.

All current booked appointments will remain unaltered unless we contact you.

Routine treatment is essential treatment. Your oral health is important and screening for oral disease including oral cancer is essential ...so routine care will continue including examination, hygiene and treatment appointments

During the first lockdown we as a profession spent months getting our practices COVID safe: Face fit testing on FFP2/3 masks, enhanced PPE, clinical safety protocols implemented and followed.

This has enabled us to create a safe and secure environment in which to provide dental health care in this second lockdown.

However we realise some patients may consider themselves vulnerable and wish to postpone their care. Please contact reception, preferably by email at reception@ghyllmountdental.co.uk to reschedule your appointments for January.

We appreciate there will be some cancellations, so if you are awaiting treatment and are available at short notice, please email your availability to the reception team.

Government restrictions will apply to our Beauty Partners and these services will not be available from Thursday.

Also a reminder that during November Ghyllmount is carrying out free mouth cancer screenings for both registered and unregistered patients.

Please feel free to share this widely

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.

Do you / or a member of your family have a confirmed diagnosis of COVID 19?

Are you or any member of your household/family waiting for a COVID 19 test result

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 had any contact with someone with a confirmed diagnosis of COVID 19 or been in isolation with a suspected case in the last 14 days ?

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

- a. High temperature or fever
- b. Difficulty breathing
- c. New continuous cough
- d. Loss or alteration to taste or smell

APPOINTMENT BOOKING

- 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.

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

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