

UPDATE

JSDP PHASE II

RESUMPTION OF DENTAL CARE SERVICES (NOVEL-CORONAVIRUS PANDEMIC)

July 2020 Phase II Resumption

We look forward to welcoming you back to the practice. Here is some updated detail and fee information on how we will be working to deliver dental care and reduce CV transmission with enhanced safety standards. The goal of our governing bodies is, for practices to resume the safe and effective provision of a full range of dental care in practice. In line with government guidance in our practice's we will be progressing the provision of care and treatment with fully compliant enhanced corona outbreak procedures and protocols. We are now in our "2nd Phase" (since furlough scheme flexibility has been introduced we have been able to bring back some of our support team). Our provision of care will be lead by meeting the treatment needs of our patients. In dentistry our Coronavirus pandemic standard operating procedures will result in the patient journey being very different.

Our enhanced safety standards for the pandemic are at those recommended by Public Health England (PHE) and include upgraded personal protective equipment (PPE) and infection prevention and control (IPC) protocols. We will also be implementing the following additional measures:

- Pre appointment:
Screening and consent.

Remote consultations - continuing as part of the practice's revised operating model.

- No waiting within the practice.

Please telephone us when you are outside the practice so we know you've arrived, we'll confirm readiness and call you back to enter the practice.

- Remote / Contactless / barriered payments.

Scheduling of patients for treatment as services resume will take into account the following:

- Urgency of needs.
- Patient COVID-19 risk factors.
- Treatment types.

We will ask you to:

- Come alone if possible.
- Please use the bathroom before your appointment.
- Brush your teeth and rinse and gargle mouthwash before your appointment, wash your hands before and after your appointment.
- Please do not attend the practice without an appointment.
- Continue to respect the social distancing where possible.
- Please wear a **mask** on arrival and **avoid** hand surface contacts and hand-shakes.
- If you develop symptoms following booking or your appointment you should contact us by phone.

In order to progress face to face appointments during this phase of return to practice:

- Please note: due to the changes and safety precautions of re-opening the practice, for maximum transparency we have chosen to apply an additional fee titled “Care during Corona Virus Pandemic”. We intend that this fee, may be reduced or abandoned at short notice as our systems and guidance progress. (Note - below)
- Our temporary preferred routes for communication:
Email: johngsullivan@live.co.uk or (mob’) WhatsApp 07798 904 941
- **Please complete and return the attached consent form via email to johngsullivan@live.co.uk**

Thank you for your commitment and understanding of the complex challenges we have collectively navigated in meeting the safety of the public and our dental team with regard to COVID-19. Your understanding throughout this difficult period continues to be recognised and appreciated.

Note

“Care during Corona Virus Pandemic”.

For the many weeks of “lockdown”, though limited we have been delighted to provide, on a free basis: medicinal treatment, advice, support and triage service. These services have regularly involved multiple layers of our team and have often been desperately needed by our patients. Following 8 June and our clinical re-opening in Phase I our treatment provision included preventative, problem solving, and urgent. As we move to Phase II and providing more routine care, the current pandemic related fees are as follows:

£20 non-aerosol generating procedures in dentistry and hygiene.

£50 hygienist treatment involving aerosol generating procedures.

£115 general dentistry involving aerosol generating procedures.

These fees are far from being our priority and have been an immediate and transparent solution to the multitude of implications consequent to the safety guidance. We hope to remove these fees as our systems and guidance progress. I hope this note goes some way to representing our thinking at this time.

Aerosols are generated when we use high-speed water-cooled drilling and during hygiene care when an ultrasonic scaler is used.

Aerosols are NOT generated during check-ups, consultations and many simple procedures including hygiene care using non-powered hand instruments.

With the current measures we allow 1 hour of empty surgery time following procedures that generate an aerosol. Aerosol generation is routine in hygiene treatment but can be avoided by only using non powered hand instruments. Our clinicians can give you advice at your appointment; it may be that we can achieve satisfactory removal of calculus accumulation by hand or you may prefer to limit the method to avoid the additional implications of surgery shut down and cost increase. In these circumstances and relatively unknown factors before your appointment we are dedicating the whole practice to one clinician, dentist or hygienist, per session, so that a second surgery is available should one be un-useable for a period due to aerosol settling. This provides the clinical freedom to deliver treatment appropriate for individual patients, dependent on their needs.

(Hygiene care summary: Normal hygiene care Fee £45. Additional fees during covid pandemic: £20 when treatment limited to hand instruments, £50 when additional ultrasonic equipment is used).

Child Patients: The practice will be striving to maintain our small NHS contract for our younger people with NHS fees and NHS fee exemptions where appropriate.