

## *LHDP News Update June 2020*

### *COVID-19*



We hope you and your family have remained healthy and well during these unprecedented times.

We would like to take this opportunity to update you about the practice and your dental care over the coming weeks.

Many of you will have heard on the news that dental practices have been given the go-ahead to re-open from 8th June. Government guidelines stipulate that this will be a staged process towards being able to offer a full range of treatments. This is great news for us as a team and we are really looking forward to welcoming you back into the practice in order to continue providing you with the high level of care we have always striven to achieve. Initially we will be able to see our patients who have unfortunately suffered dental emergencies during the 'lockdown'. It is a great relief for us that we will be able to provide this treatment and we look forward to being able to provide more routine treatments soon.

As a practice we have always set high standards in terms of patient safety and protection. As a result of COVID-19, national guidelines for this have been updated to ensure the safety and wellbeing of all patients and staff during this pandemic.



These guidelines include COVID-19 specific risk assessments, changes in the Personal Protective Equipment (PPE), updating practice protocols and staff training. We are busy getting all these things in place to ensure the absolute safety of our patients and all the dental team and this will be our priority at all times. These guidelines will mean increased PPE and changes to the way that you are welcomed in and your 'journey' through the practice.

It is for everyone's safety we do not resume treatment until all measures are in place. We hope you understand that we are working as hard as we can to restore all our services as quickly as possible.

*Together we create something to smile about - Caring for you now and in the future.*

Unfortunately, the newsafety guidance we have to follow will mean that initially we will be able to treat fewer patients than normal each day. We will, of course, prioritise any dental emergency and will give our patients the best care possible. As soon as we can, and it is safe to do so, we will expand our scope further to include routine treatments including check-ups.

It is important to advise you that in the initial phase of our re-opening we will only be able to provide a limited range of treatments in accordance with guidance. Some treatments will not be possible at this time. The equipment we use for certain treatments creates an aerosol spray which may increase the risk of spreading COVID-19. Therefore, at this stage of the pandemic we have been advised to minimise their use in a general dental practice setting.

In the forthcoming weeks all existing appointments will be rearranged. If you have an appointment during this phase we will contact you to arrange an alternative date. We aim to give you plenty of notice of changes. If you need an urgent appointment the 'on call' service is available every day, please contact the practice by telephone.

When arranging an appointment, we will ask you a series of COVID-19 related questions and you will be advised what to expect on arrival and during your visit. For the safety of everyone please do not come to the practice until your appointment has been confirmed.

Please understand that we are doing everything we can to safely see you as soon as possible.

Thank you for your patience and understanding.

On behalf of myself and all the team at Lansdowne House Dental Practice may I say: -

"Stay safe." We look forward to seeing you soon!

Best wishes

*Dr Kanwar Ratra*

Keep updated by visiting our website:

[www.lhdpsmilecare.co.uk](http://www.lhdpsmilecare.co.uk)

If you have any questions or concerns, please do not hesitate to contact us 01527 872098  
[bettersmiles@lhdpsmilecare.co.uk](mailto:bettersmiles@lhdpsmilecare.co.uk)

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