

27 July 2020

ARRANGEMENTS FOR SEEING PATIENTS

We would like to thank all of you, our patients, for your support and good wishes during these difficult times. This has been a learning curve for us all, and dentistry as we knew it has changed radically over the last few months.

We appreciate that many people have been waiting for their regular appointments or for outstanding treatments and we thank you all profusely for your patience. We came back from lockdown with a backlog that we needed to catch up. The new rules mean that we have to work slower and have to air out each surgery after use (for an hour after any aerosol producing procedure, i.e. fillings, etc.) in order to maintain a safe environment for you and ourselves. Therefore, although we are trying as hard as we are able to catch up with this backlog, we are finding this process very slow and time consuming.

To alleviate this situation we are increasing the number of our staff as well as increasing our hours so that we can see more patients each day. Finding this staff and then training them to our standards takes time, so again we ask for your patience. In addition we are in the process of purchasing new equipment to purify the air in each surgery more quickly after treatments, so that we can cut down on the length of fallow time that we need to allow in order to air out the treatment rooms between patients. We anticipate that this will help alleviate a good part of the current log-jam.

We would also like to assure patients who are on our DPAS dental care programs that we will keep the costs of these programs at current levels at least until the end of 2020. Our intention is that if we cannot accomplish the annual two check-ups and two hygiene visits to which you are entitled for 2020 by the end of the year, the outstanding appointments will be carried over to 2021 and that you will be seen for extra appointments to make up these 2020 missed appointments so that you will be up to date with your appointments over the course of the next year, provided we are not forced to shut our doors due to another lockdown.

Without your support we cannot survive and again we thank you for all your kind encouragement. If you have any further suggestions as to how we can make our practice work faster, better, more efficiently, or improve in any other way, please do let us know. Your input is vital to our being the best we that can be.

Assuring you of our best intentions at all time and wishing you all to remain safe and well

Brian Rubin and Staff

Brunswick square Dental Practice