

**Updated 26 November 2020**

## **TwentyOneDental's activity after New Tier System announcement November 2020**

Following the government's further announcement on 26 November, I confirm that as an essential and well recognised dental health provider of care, I wanted to reassure you that TwentyOneDental will remain open for continued patient care as normal. This includes hygiene and the use of ultrasonic scaling and not hand scaling. Our enhanced safety measures, whilst always our top priority, allows for all treatments to be undertaken, safely, whilst in our care.

The feedback we have received regarding how reassured everyone is about our safety measures when attending their appointments alongside our patient commitment is extremely pleasing to hear. Our patient's comments can be found here <https://twentyonedental.co.uk/about/what-our-patients-say/>

Since reopening in June, we have been working extremely hard to ensure each and every patient is seen as soon as possible to ensure that their oral health is kept up-to-date. Everyone's understanding and patience with many new measures, adaptions and protocols continues to be much appreciated. I thank you for that.

Since re-opening in June after lockdown, we have been delighted to be able to look after our patients under our Standard Operating Procedures. The system changes at the clinic have worked very well and I would like to thank all of our patients and all of my team for their stoic but good natured compliance with all of the measures we have had to adopt to keep everyone attending the clinic safe. This period has seen our team tested multiple times voluntarily to document our COVID status and procuring adequate PPE from multiple sources to always ensure safety. We thank all of our patients for adopting our updated medical questionnaires for each visit and all team members and visitors on their daily risk assessment form completions.

### **Maintaining Oral Health**

Dentistry is a key health profession closely involved in maintaining both oral and systematic health. The public sees a dentist far more frequently than their GP, and dentists are trained to recognise the signs and symptoms of many common diseases as well of course as identifying and dealing with many common dental problems. During the current crisis, the absence of dental examinations and care resulted in a backlog of untreated diseases which will only have a negative effect upon patient's health and financially too. It is therefore important that patient appointments are scheduled in so their oral health and treatment can be reviewed and any issues identified, caught quickly avoiding a negative impact on their health and additional costs in treatment.

### **New Patients**

We continue to welcome new patients including referrals from many other clinics and recommendations too. Due to the large number of new patients who are unable to

see their own dentist and now joining us, appointments are becoming limited. However, I have a dedicated and extremely experienced team of eight surgeons, specialists and clinicians who continue to work together, to help all patients. More appointments have been released including e-consultations and emergencies to help with demand.

## **Appointments**

If you already have an appointment booked with us, this will still take place and we look forward to seeing you then. If you are due a dental check-up, hygiene or treatment follow up then reminders will continue to be sent out to you. You may also receive a call from one of our dental surgeons. However, I encourage patients to telephone us to secure their next appointment if not already done so as appointments are being taken quickly, due to the continued high volume of patients both existing and new, wishing to secure a booking.

## **Appointment Flexibility**

As many of our patients are already aware, daily appointments have been reduced by more than 50% and accords with dental industry safety guidelines. This has meant we have not been able to be as flexible as we would normally be when arranging appointments. We really do apologise for this but do thank you for your continued understanding and working with us by accepting the first proposed appointment day and time. ***The reason why this approach has been adopted is so that the allocation of treatment adheres to our adopted safety measures and newly implemented appointment treatment protocol.*** This really helps ensure each and every patient can be seen as quickly as possible and without undue delay. In circumstances where an appointment has been allocated but is difficult for a patient to attend, we will of course do our very best to secure you an alternative booking during our call with you.

## **Isolating | Vulnerable Category - “See our Dental Surgeons from your own home”**

Please don't worry, as we have allocated e-consultations with our dental surgeons and where necessary, prescriptions are then sent electronically to your nearby pharmacy. To book one of these e-consultations please telephone our friendly front of house team who will be happy to assist – **01273 202102**. Such appointments are invaluable to help diagnose, reduce pain and improve wellbeing. Our appointments are available for existing and new patients.

## **Vulnerable patients and the importance of regular check-ups and hygiene**

We understand the safety concerns of patients in this category and want to provide reassurance that we are seeing a large number here at the clinic. Particularly those who delayed their visits due to the earlier lockdown and now needing to check their oral health. This includes many who cannot see their own dentist and booking in with us. It is therefore important that we ensure check-ups/hygiene are maintained at the very least. This has helped (and continues to help) protect many vulnerable patients

who's oral health is more susceptible to issues arising, and therefore placed in the higher risk category.

### **Focused on your safety and patient care - safe in our hands**

Our dedication and implementation of the highest level of safety measures here onsite has placed us in a priority category for all patients including vulnerable patients receiving their regular check-ups and hygiene. Appointments for those in the vulnerable category are allocated at certain times of the day with appropriate reviews also being held online via video consultation.

We continue to keep a weekly eye on infection rates and advise if we feel that vulnerable patients can and should postpone non-essential appointments until the R value reduces once more.

### **Want to choose a dental or hygiene appointment?**

If you prefer, you can choose and book your own appointment via our online booking system anytime 24/7. These appointments are very limited and change hourly, so if you see one that suits, do book it straight away.

<https://uk.dentalhub.online/v1/view/organization/765/index.html#/perspectives/3>

Alternatively, please telephone during clinic hours on **01273 202102** and one of our friendly front of house team will check the most recent availability we have and arrange to then book you in. Or you can call or Whatsapp our clinically qualified private patient coordinator on **07495 510965** - 7 days a week.

### **Which clinician will I see at my appointment?**

Our aim is to book you in with the same dentist/clinician you registered with. However, due to different dental treatments being allocated in different treatment suites at different times of the day and which supports our strict safety protocols being in place, our dental surgeons/clinicians are allocated set treatments throughout the working week. Therefore, your understanding and co-operation being booked with a different clinician, who will be equally qualified and aware of your ongoing treatment and patient records, is appreciated. Our consistent and award winning approach to best patient care also incorporates our regular morning huddles to discuss all patients on the daily/weekly list including those overdue.

As mentioned, all Dental Surgeons/Clinicians work closely together reviewing all patients oral care and upon who's instruction is then given to front of house to make contact with you, so you can be seen by them.

### **Continuing to work together**

Your ongoing cooperation and full understanding of the importance of all new measures remaining in place for the benefit of all patients and team members is very much appreciated.

The importance of keeping a check on your emails/text for your dedicated appointment link helps ensure you can be seen at your appointment. This link will continue to be automatically sent no less than 2 days before your appointment is due and which you will need to complete in full and submit back to us promptly.

In the event you have any difficulty in completing the forms or have not been able to access these via the link sent to you, it is really important that you please telephone us on **01273 202102**. Front of House will then be happy to assist you so your appointment is not cancelled.

### **Ways you can contact us**

- Call us on **01273 202102** (out of hours you can always leave a message)
- Call or WhatsApp us – 7 days a week - **07495510965**
- Online form anytime 24/7 - <https://twentyonedental.co.uk/contact-us-today/>
- Choose & book an appointment online here anytime 24/7 (appointments change hourly)  
<https://uk.dentalhub.online/v1/view/organization/765/index.html#/perspectives/3>

Our Standard Operating Procedure document contains detailed information on how we have functioned and will continue to function for the foreseeable future. Please do take the time to read such important information as it is relevant to your future care at the clinic. This includes enhanced safety measures, information and updates which can be found on our dedicated COVID hub link  
<https://twentyonedental.co.uk/corona-virus-hub/>

If you have any questions regarding our policies or about your dental care please call during clinic hours on **01273 202102** or for any treatment you wish to have, you can also call or whatsapp our clinically qualified private patient advisor Kayleigh, 7 days a week on **07495 510965**.

We thank all our patients for your continued trust and custom during this unprecedented time. We at TwentyOneDental are proud to look after you to the highest standards we have become known for and look forward to welcoming you at your next appointment.

With very best wishes on behalf of the whole team at TwentyOneDental.

Yours sincerely

*Adyl Asani*

**Dr Adyl Asani BDS BSc (Hons) | Dental & Implant Surgeon | Clinical Director**