



TWENTY ONE DENTAL

DR ADYL ASANI & ASSOCIATES

A DIGITALLY ADVANCED DENTAL, IMPLANT &
SPECIALIST REFERRAL CENTRE

NEWSLETTER

- JUNE 2022

**ACTIVITY FOLLOWING
GOVERNMENT ANNOUNCEMENT
27 MAY 2022**

**TWENTYONEDENTAL - DIGITAL DENTISTRY & IMPLANT CLINIC
3 FLOORS OF SOPHISTICATED TECHNOLOGY | ONSITE
LABORATORY | 4 X WINNERS | LEADING THE WAY**



ACTIVITY FOLLOWING GOVERNMENT ANNOUNCEMENT 27 MAY 2022

Following the government's further changes for the dental industry, I confirm that as an essential and well recognised dental health provider of care, I wanted to reassure you that we continue to provide all dental and specialist treatment for continued patient care as normal. This includes hygiene and the use of ultrasonic scaling and not hand scaling.

Whilst there have been withdrawals from certain protocols as advised by government, we remain wholly committed to all our patients and teams safety. Our enhanced safety measures, whilst remaining our top priority, allows for all treatments to be undertaken, safely, whilst in our care. The feedback we continue to receive regarding how reassured everyone is about our safety measures when attending their appointments alongside our patient commitment is extremely pleasing to hear.

We continue to work 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, adaptations and protocols continues to be much appreciated. I thank you for that.

We have been delighted to be able to look after our patients under our Standard Operating Procedures. The system changes, streamlining and implementation of additional protocols at the clinic continue to work 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 includes payments for treatments being made in advance both online, over the telephone and via BACS. This approach not only forms part of dental industry streamlining but helps all our patients too who do attend their appointments. The cost to the dental industry where patients fail to attend their appointments is considerable and impacts everyone.



Why are payments now being requested in advance to secure a dental appointment

Missed dental appointments increase time spent for other patients waiting for appointments, waste of valuable professional time, incur considerable financial costs and damage dental health.

The British Dental Association previously estimated that around 3.5 million dental appointments are missed every year. This equates to approximately two weeks' full-time work for an average dentist. Although no official figures exist, there is evidence that the number of missed appointments is increasing on an annual basis.

Non-attendance of patients at dental appointments has, the British Dental Association advise has become an increasing problem within the dental industry, and one that has financial consequences. It can also result in poorer access to healthcare services for those who need them, lower practice productivity, higher patient morbidity and longer waiting lists.

As a result, across the country, dental practices continue to be financially affected and which has meant either fee increases to help cover such losses now being imposed, for which affects those who do attend. Whereas many clinics (including ourselves) have implemented advance payment for all treatments being made. This has always been part of our terms and conditions for all our patients where we have been flexible. However, in order to help reduce such financial losses where we can, all patients will automatically be asked for payments in advance and at the time of booking each appointment.

Such an approach is, by way of just a couple of examples as raised within the dental industry where a holiday is planned and pre-booked with payment being required to secure same; a trip to the theatre where payment in advance again is required, a haircut, a restaurant and so on.



In addition, the British Dental Association advises there is also evidence that patients who miss appointments may have poorer dental health as a result. Studies have demonstrated that regular attendees suffer significantly less from the severity, prevalence, social and psychological impacts of dental disease. They experience better oral health and experience less pain and untreated disease than those attending less regularly.

We thank all of our patients for their continued understanding in respect of the many changes both old and new that have been adopted and form part of new streamlining processes.

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 crisis, the absence of dental examinations and care resulted in considerable 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 continue to be 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. This again forms part of our ongoing patient care and commitment to each and every one of you.

New Patients

We continue to receive new patients registering with us 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 do still remain limited. However, I have a dedicated and extremely experienced team of 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 those who cannot attend.



Appointments

If you already have an appointment booked with us, 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. This will be either by a telephone call, SMS or email. However, all patients are encouraged 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 whilst increased are still for certain treatments, reduced for the ongoing safety of everyone. In addition, for the well-being of all my team too.

This is why we are unable 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 remains in place is so that the allocation of treatment ensures we continue to adhere to our adopted safety measures and appointment treatment protocols. This really helps ensure each and every patient being 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 continue to allocate 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 now seeing a large number here at the clinic.

Particularly those who delayed their visits but are now needing to check their oral health. This includes many who cannot be seen by their original dentist due to either clinic closure, reduced hours or having left the profession and who are now 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 remains and continues to place us in a priority category for all 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 video consultations held online or in one of our designated treatment suites.

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. Just go to our website and click book online.



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.

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.

Removal of pre- appointment COVID questionnaire forms

As part of the most recent government amendments, such questionnaires are no longer required. However, as part of our ongoing commitment to patient care, each patient will be asked whether they have any symptoms of COVID or have tested positive at the time of booking an appointment.

What if I have symptoms of COVID or test positive – Can I still attend my appointment?

Yes as we have dedicated treatment suites to see all such patients. However, each patient will be assessed over the telephone in the first instance and triaged accordingly. It is important that you notify us in advance by telephoning the clinic before you arrive.

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 ongoing strict safety protocols being in place, our dental surgeons/clinicians are allocated set treatments throughout the working week.



Therefore, your understanding and cooperation being booked with a different clinician, who will be equally qualified and aware of your ongoing treatment and patient records, is appreciated.

It is also important to remember that our surgeons need appropriate rest and which includes time away on annual leave. This may mean you are seen by one of our own equally experienced surgeons who will have full knowledge of your treatment/patient records and not an agency surgeon brought in externally.

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 the many new measures, protocols and streamlining which remain in place for the benefit of all patients and team members is very much appreciated. Please do remember these incorporate changes, guidance, advice and protocol within the dental industry.



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 – 07495 510965
- Online form anytime 24/7
- Choose & book an appointment online anytime 24/7 (appointments change hourly)

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 the continuation with our enhanced safety measures, information and updates which can be found on our dedicated COVID hub link via our website.

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. 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.

Sophie Burgin | Operations Manager