

29/10/20

Dear Patients,

We hope you and your family are safe and well.

Firstly, myself and the team at Rolfe Dental wish to thank you for your continued patience in these ever-changing times. Following further guidance from the Chief Dental Officer, we are pleased to update you on our plan to reintroduce non-urgent NHS treatment.

We understand many people have frustrations, and we are acutely aware that many of our most dedicated patients have felt side-lined since we had no option but to see only emergency and urgent cases. For years we have emphasised the importance of early intervention, regular hygiene maintenance and preventative care. We want to reassure you we will strive to return to this as soon as we can.

As with all other NHS dental practices in Scotland, all of our patients are now overdue their routine check-up. With the increasing incidence of Covid 19 in East Renfrewshire it is paramount that the safety of staff and patients remain at the forefront of our planning. We remain obligated to allow for ‘fallow time’ and enhanced cleaning procedures between patients, which continues to significantly reduce the number of patients we can see in one day.

1. As always, if you are in pain or have an urgent dental concern, we will prioritise your care. We will endeavour to complete your check up at the same time, although this will be time-permitting.
2. If you have had need to contact the practice since our restrictions began in March for dental problems, or if you have attended to receive treatment (e.g. a dressing) and are awaiting definitive treatment, we will contact you over the next two weeks to arrange an appointment. If we have not been in contact after this time then please call and we will assess your treatment need. Again, we will endeavour to complete your check up at the same time, although this will be time permitting.
3. For our remaining patients, our team will contact you to arrange your check-up. This may still be some time away since we must catch up on delayed work from these last 7 months. We will prioritise those who have waited longest for their check-up e.g. those who were due to attend at the beginning of national lockdown restrictions in the Spring.
4. Where possible we will group check-ups by household. This reduces the number and interaction of groups and reduces the time taken for the cleaning of social areas between patients.
5. We will have reduced flexibility of appointment times. In order to maximise the number of patients we can see while working within the cleaning and “fallow time” of surgeries we may not be able to be as accommodating with appointment times. We will of course try and help as much as we are able.
6. When a check-up is done and a scale and polish is required, a hand scaling and polish may be offered. This again is time-permitting and under the NHS.

We are aware that many of you will be very keen to see our hygienist, Dawn. She is equally keen to return to your care. Beginning in November, hygienist appointments in the evenings of Tuesday and Thursday, and some Saturday mornings will begin. These will be 30 minute appointments rather than the usual 20 minutes and charged pro rata with pre-covid prices, at £36. These will use enhanced PPE and so the use of ultrasonic scalers is permitted.

As promised, we are increasing our hours to help clear the backlog of outstanding work and meet your needs as quickly as possible. We are still bound by National restrictions, and will continue to update you as the landscape changes. Although these are uncertain times, we are really looking forward to welcoming you back to Rolfe Dental.

Best wishes,

All the team at Rolfe dental