



A & H Update

No. 10 Issue 3 Summer 2020



Welcome to this issue of A & H Update

Our quarterly newsletter is designed to keep you updated with all our news.

Coronavirus Update – We're back!

Thank you to everyone for your support during the coronavirus lockdown. We spoke to many of you throughout the period we were unable to provide face to face appointments and everyone has been so patient, for which we are very grateful. We maintained emergency cover throughout lockdown with telephone advice and the provision of prescriptions when appropriate. Fortunately, from June 8th the government has allowed us to resume direct care within special guidance.

As you would expect the practice experience is a little different for the short term. We now ask patients not to attend the surgery unless they have an appointment booked, and where possible to attend alone. A pre-appointment COVID19 questionnaire must also be completed, we will telephone you for this, please endeavour to return our calls.

On arrival you will be asked the COVID19 questionnaire again and then to leave your belongings in a designated area (please keep these to a minimum), then hand sanitise. As usual you will need to update your medical history for us so please bring a list of your medications.

Once inside the clinical area the staff will be wearing more personal protective equipment PPE than normal and they will be wearing this on your arrival. Unfortunately this means our smiles are covered by masks but we are still pleased to see you!

After treatment you will once again be asked to hand sanitise before returning to reception.

Please note reception can only accommodate two patients under social distancing rules. You may be asked to wait in the corridor or outside the practice if reception is occupied, we are sorry for this but will be with you as soon as we can.

A & H Bitesize

•Book a FREE ' Implant Chat' with Adam to see how **dental implants** can help you.

Join our Practice Membership Scheme and start saving money now!

- Adult Standard Membership just £14.75/month**
- Includes FREE six monthly dental health checks and hygiene appointment.
- Also a 20% discount on many treatments
- Adult Enhanced Membership just £17.50/month**
- For patients requiring extended hygiene care.

Children's Membership from £2.50/month

Joining is quick and easy – just one form with your name, address, date of birth, and direct debit details and that's it, you're in!

Thank You for Recommending Us

Many thanks to all our loyal patients who have recommended us to their family and Friends. Let your friends know that you have your teeth cared for by A & H Dental Care and if they join our practice and mention your name we will send you £15 of High Street vouchers to say thank you!

Quality Assurance

Quality Assurance is top of the agenda at A & H Dental Care. We maintain **Gold Membership** of the British Dental Associations **Good Practice Scheme** and regularly audit all aspects of our clinical care and customer service. Adam also undertakes regular peer review with other dentists to ensure that our procedures are in line with current guidance. All clinical staff carry out regular **training** updates to comply with the General Dental Council registration guidelines.

Patient Corner - What do you think?

Patient views are important to us and help us to constantly improve our service. If you have any **feedback** about our practice please feel free to talk to any member of staff. Opinions and ideas can also be posted in our comments box in reception.