

Who can we treat during **Amber**?

Urgent dental care

Our emergency phone lines are open from 8.30 – 9.30am Monday to Friday for our NHS patients experiencing dental pain or problems. If you are in pain or have a serious dental issue then please call us between these hours. Patients are triaged by our dentists either by video or telephone consultation and offered an appointment based on clinical need. If your condition does not require urgent same-day emergency treatment but does still need to be treated, we will endeavour to book you an appointment in the coming days or weeks. Aerosol generating procedures (fillings, root canal treatment, scaling etc) are offered in a controlled manner and we have limited spaces allocated each day for such procedures.

NHS Course of treatment

Patients who were in the middle of treatment and had their appointments cancelled in Spring 2020 can recommence their treatment.

NHS Patients at Risk

We have identified our NHS adult and child patients with the greatest clinical need and are contacting these patients to book a risk assessment.

Practice Plan patients

Our Practice Plan Members can continue to receive their routine hygiene appointments and exams included in their plan.

Private patients

Private patients can continue to receive treatment.

Cosmetic dentistry

We can provide cosmetic treatments for existing and new patients interested in teeth whitening, teeth straightening (Smilelign & Invisalign), dental implants and smile makeovers. Book your cosmetic video consultation [here](#).

Hygiene Appointments

Our Hygienist and Therapists can now carry out hygiene AGP hygiene appointments (using ultrasonic equipment) are limited and allocated based on the patient's periodontal risk. Traditional hand-scale hygiene appointments are readily available to anyone and are an effective means of removing built-up plaque.



What treatments are available during **Amber**?

-  **Limited dental examinations**
-  **Some treatment of dental infections and soft tissue lesions**
-  **X-rays**
-  **Temporary dressings**
-  **Local Anaesthetic**
-  **Some restorative work**
-  **Fitting of previously constructed crowns**
-  **Fitting of previously constructed bridges**
-  **Simple extractions**
-  **Some abscess treatment**
-  **Some denture care**
-  **Oral hygiene treatments with hand-scale**
-  **Orthodontic care (braces)**
-  **Facial aesthetics**
-  **Application of fluoride varnish**

What are the limitations during the **Amber phase**?

NHS Routine Examinations

During Amber phase we have been instructed by Public Health Wales to prioritise urgent cases, incomplete care plans and patients at risk. As soon as we are able to operate at full capacity, we will contact patients to arrange routine check-ups. If you have been seen by one of our NHS dentists after April 2018 you will still be registered with us as a NHS patient.

New Patients

Our NHS waiting list currently has more than 500 names, so we are unable to add to it at this time. If you are not registered with a dentist and have an emergency, call NHS direct on 111 to be referred to an emergency clinic.

We can register new patients for independent dental care. This has a one-off cost of £50 and includes an initial video consultation followed by a face-to-face assessment with x-rays. Any further treatment required will be chargeable.

NHS Waiting List

Our waiting list has been static since March 2020. As soon as we move to Green phase we will contact the names at the top of the list to invite them for a dental examination.

Patients with Covid-19 symptoms

Dental care will not be available at the practice for patients with symptoms of or confirmed to have covid-19. They will be referred to the relevant urgent care centres to manage any dental emergencies which may arise.



What can we do until the **Green Phase**?

It is essential that our patients maintain good oral hygiene and healthy habits to prevent dental problems during this time of restricted service.

-  Brush twice daily with a fluoride toothpaste for two minutes. Once before bed and once any other time of day.
-  After brushing, do not rinse, just spit. Use cleaning aids such as floss, interdental brushes or airfloss/waterpik.
-  Gargle with a mouthwash at a different time of day to brushing.
-  Keep your mouth lubricated throughout the day, if you have a dry mouth try chewing sugar-free gum.
-  Avoid sugary foods and drinks especially between mealtimes and drink plenty of water.

We are here to help

Our Reception team are happy to assist with any queries you may have by phone (after 10am for non-emergencies), email or [contact us](#).

The guidelines are continually changing about how we can provide the best dental care during Covid-19 so we ask for your patience and understanding during Amber Phase.

