

COVID-19 Coronavirus Patient Information. Updated on Friday 3rd April 2020.

Current Practice Arrangements:

The practice is currently open to receive calls and emails between 9:30am and 4:30pm Monday to Thursday and 9.30am to 4pm on Fridays for both our NHS and private patients who have emergency and urgent dental needs. In order to protect our staff and the public, the practice will triage all calls and emails and determine which treatment is available for each patient. This also allows our team to be re-deployed to other parts of the NHS in the fight against Coronavirus.

We assure you that we will keep you updated on the ever-changing situation. We have prepared below a series of frequently asked questions to keep you informed whilst you are staying indoors to protect the NHS and save lives.

Are you open for emergencies?

YES. The practice is open to take emergency calls and emails from 9.30am to 4.30pm Monday to Thursday and until 4pm on Fridays. In the event of a dental emergency please phone: 01978 364390 or email: info@wrexhamdentist.co.uk for advice and to be triaged to determine what treatment is available for you. Please DO NOT use Facebook messenger at this time as we cannot access it securely.

There is currently no additional in-practice emergency care at weekends so you would be prompted to access NHS emergency care via NHS Direct on 0845 46 47. Private patients are able to access the usual on-call service on 01244 355240 during evenings and weekends.

When is the Practice likely to be open as normal?

This is very hard to say. We hope that normal business will be resumed no later than 1st July. We will keep you updated and informed on this. Once we are able to safely re-open we will work harder than ever to look after you.

Is the Practice dangerous?

No. We have exceptional standards of cross-infection control. The decision to close has been taken to conform with government social distancing advice.

What are dental emergencies?

Trauma including facial/oral cuts and/or jaw injuries, eg. Knocking an adult tooth out.
Oro-facial swelling that is significant and worsening.
Uncontrollable bleeding after you have had a tooth removed.
Dental infection that is making you feel unwell.
Inability to open your jaw making breathing and eating difficult.

What if I have a symptom not listed above?

We are happy to help with your dental problem where possible, so please contact the practice between 9.30am and 4.30pm for a free consultation over the phone. There is also comprehensive advice on the news section of our website in an article entitled 'Managing toothache at home during Covid-19'.

Why can't you use drilling tools at the moment?

Drills, air tips and scalers create a fine mist of saliva and spray called an aerosol. If our dentist uses a one of these dental devices on a patient with coronavirus it increases the risk of infection to anyone within 3 metres.

What if I have a denture problem?

Please contact the Practice for advice and to be placed on the priority list. The Denture Clinic is currently closed but we are exploring options to have a service up and running soon.

What if my child has a dental problem?

We know how distressing it is to have a poorly child. Please contact the Practice between 9.30am and 4.30pm so our triage team can give you the best advice.

Can I just turn up at the Practice?

No. You will not be seen. All appointments need to be made through the telephone or email triage system.

My appointment is due soon. Shall I cancel it?

We are working our way through the appointment book to contact every patient to cancel and rebook their treatments after 1st July. If you have not had a call or text from us with a new appointment date it may be because your contact details are incorrect on our system. Please do not come to the practice as your appointment will have been cancelled. You can contact us once normal surgery is up and running to rebook. There will be no NHS penalties, fines or missed appointment fees levied during this period.

I am due to have teeth removed for braces. Is this a problem?

No. Your Orthodontist will know about the closure. We will arrange for your teeth to be removed as soon as we return to normal service.

If I have a problem with my braces what should I do?

Orthodontic emergencies occur occasionally but are usually fairly simple to resolve by patients or parents. For step by step advice on dealing with all kinds of orthodontic emergencies at home please read our latest article 'Advice for Orthodontic Emergency during Covid-19 on the news section of our website www.wrexhamdentist.co.uk/news

I am in the middle of treatment. When will my dental work be completed?

We will contact you to arrange to complete your treatment at the earliest possible opportunity. If you have a dental problem in the meantime, please call or email us for advice.

What if I have paid a deposit for treatment I have not received?

Our intention is to complete the treatments that you have paid for, so nothing has changed contractually other than the timescale. Any treatments involving lab work will not be refunded. However, we will review all other requests on an individual basis with view to potentially offering a

part or full refund.

Should I cancel my payment plan?

We would encourage you **not** to as the plan offers benefits such as free x-rays, free emergency assessment and 10% discount on treatments needed. The cost-saving of your payment plan provides you with 12 months for the cost of 9. We will continue to provide your comprehensive dental care as soon as we return to normal service honouring any overdue hygiene, dental or other appointments.

As a private patient, will I need to pay for my emergency visit, if I need one?

NO. if you are a **monthly practice plan** patient then there is **NO CHARGE** for any emergency appointments during this period saving you £49.99. Your x-rays will be included, and the cost of any treatment is discounted by 10%.

My check-up has been delayed. What can I do to prevent any problems in the meantime?

You can maintain excellent oral hygiene using a toothbrush twice daily and brushing for two minutes. Using cleaning aids such as floss, interdental brushes or airfloss/waterpik will also help. Always use a fluoride toothpaste and try a mouthwash at a different time of day to brushing. If you have a dry mouth try chewing sugar-free gum.

Can I buy dental products from you?

Yes. If you email your request we will arrange to either post your dental products to you or for you to collect them from the Practice.

Can you prescribe de-sensitising toothpaste for me at this time?

Until the Practice re-opens, we recommend that you use Sensodyne pro-enamel as a suitable short-term alternative.

As a small business we hope that you will continue to support us through this difficult time. Thank you for your patience.