

A rustic wooden door with a stone archway and steps. The door is made of vertical wooden planks and has a small metal handle on the right side. The number '31' is mounted on the door. The archway is made of rough-hewn stones. The steps leading up to the door are also made of stones. There are some green plants and a small black lantern on the wall to the right of the door.

# The Brightside of Life

August 2020 Issue

# Important Practice Updates

We are very pleased with the progress we have been able to make during the initial weeks of restarting working and that we are able to help some patients every day. There are still huge limitations on how we work, for example limited appointments and numbers of patients able to be seen, however we feel we are definitely doing the best we can.

We are now able to offer almost all treatment options within the practice, which includes aerosol generating procedures (AGPs). These have been limited up to now because of the level of Covid 19 risk, government guidelines and increased safety measures needing to be taken.

All our team members have successfully passed fit testing of masks which in itself is not a pleasant experience at all. This is because we have to ensure the masks we wear for certain procedures give a complete seal to ensure the highest level of safety possible.



You will see from the photos that we have very heavy duty masks and gowns that we have to wear for these procedures. It takes additional time to prepare the treatment rooms and ourselves for treatment and at the end of any AGP appointment, we have to leave the room empty for 1 hour (fallow time) before it is full cleaned and disinfected.

This has a tremendous impact on the number of patients we can see due to the increased time and we also have to have at least 1 treatment room that would usually be used by another dentist becoming an AGP room.

For all treatment appointments, we need to set priorities which start with those patients who were part way through treatment before

lockdown and also for patients with significant dental problems and pain.

For those patients seen under the NHS, we do have further restrictions of limited times for NHS appointments (as we had before) but also at the time of writing we have been instructed to avoid routine NHS appointments. We are currently not taking on any new NHS patients at the practice and are unable to see any patients under the NHS who haven't seen one of our dentists in the last 2 years. This is in order to give priority to our existing and regular patients.

For AGP treatments, there will be an additional fee of £20 towards additional safety measures. Our costs are significantly higher than that per procedure and we will bear the bulk of the increased costs.

We hope these changes will be temporary and will be kept under review.



I am very grateful to our team members for their support and working so hard to ensure the changes we have implemented have been smooth and also for their dedication to their work. It's very challenging working under these conditions - very hot and stifling and we go home with bruised noses each day!

Thanks for your continued support and patience and understanding.

Ketan

# Personal Training For Your Mouth And Gums

During the lockdown period, most people have had lots of challenges and one of the most common concerns we are hearing about from our patients is gum issues. For some, it may be that cleaning habits have changed and for others, not being able to have their dental hygienist treatment as planned.



We are very pleased that at [Brightside Dental](#) we are able to offer dental hygiene appointments for our patients. As with everything we doing at the moment, there are some differences:

- Treatment is being carried out fully with hand instruments followed by polishing (as opposed to previously using both hand instruments and ultrasonic scalers). This is because ultrasonics are what's known as aerosol generating procedures (AGPs) and these are currently deemed as potential high risk procedures. Also, after an AGP, we have to allow 1 hour (known as fallow time) before the room can be used again and this is not practical or financially viable.
- Appointment times are longer as hand scaling is more manually intensive for our hygienists and also to allow additional cleaning time in between appointments.
- A dental nurse now assists the hygienist throughout the procedure for your protection and to help give the best treatment outcome
- We now have two levels of hygiene treatment (previously 3 options). The fee for the treatment is £99. For patients who need more comprehensive treatment or have advanced gum disease, the fee is as before of £145 per visit.
- We have invested in significant new hand instruments in order to compensate for not having the option of using ultrasonics.



Brightside's principal dentist Ketan gives further advice here: [https://youtu.be/kp\\_SBHigwYQ](https://youtu.be/kp_SBHigwYQ)

Here are some of the most common questions we have been asked by patients:

- **Is hand scaling as effective as ultrasonic scalers?** Yes. Studies show that both treatment methods are just as effective. Hand scaling is more manually intensive for the hygienist and can take longer to perform.
- **Will the treatment be more painful?** No. The treatment should not be more uncomfortable for you. In the 3 weeks we have been working this way, we have had great feedback from patients and some actually prefer this method of treatment.
- **When will it be possible to use ultrasonic scalers again and can I wait until then?** Yes. You could wait, however at the moment we really don't know how long this will be for. Currently, we have extended all hygiene visits and 1 hour appointments to allow for treatment and additional cleaning. Previously, many appointments were for half this length. If we introduce AGPS, under the current guidelines this would mean almost 2 hours between each appointment. This would limit the number of patients we can see even more than now and unfortunately, this would not be financially viable for the practice unless treatment fees are significantly increased.
- **I usually have airflow treatment for stain removal. Will this be as effective?** No. Airflow uses specific equipment for stain removal. Our hygienists will remove as much staining from your teeth as possible, however if you do have significant staining, removal will be limited.
- **I am a member of the practice. Will I have to pay more for hygiene?** No. If possible, we do not want to increase any fees for our members. You will receive hygiene appointments without additional charge within your membership and if you require any additional visits, you will benefit from a 10% discount.

If you are not currently a member and this is something you may wish to consider, you can find more details here:

<https://www.brightsidedental.co.uk/dental-payment-plan.html>

Please remember visiting the hygienist is like having a personal trainer- they will help you get your mouth in the best condition possible but the most important part is the work you put in at home every day!



What makes you happy? Happiness Happens Month is a whole month dedicated to celebrating what makes you happy. The holiday is based on the premise that happiness is unlimited and contagious and that sharing one's happiness and can bring a lot of joy in other people's lives.

Even though Happiness Happens Month sounds silly, it does have a very important purpose. "The month reminds us that happiness happens one small moment at a time and it's our job to recognize those moments when they happen. It reminds us that sometimes a small action boosts our happiness. It reminds us that happiness is a personal experience and it's also contagious!

### **The History of Happiness Happens Month**

Pamela Gail Johnson is the Founder of The Secret Society of Happy People (SOHP) and is quoted as saying "I started the Secret Society of Happy People in 1998 to provide a missing voice for those who are happy and want to express it without having other people rain on their parade. (Boo, Hiss!)".

The Secret Society of Happy People started celebrating happiness with Admit You're Happy Day on August 8, 1999.

But their members wanted to let the happy feeling linger a little longer, so in 2000 they expanded the celebration to the entire month of August. Eventually the month was renamed Happiness Happens Day and Month.

### **How to Celebrate Happiness Happens Month**

Happiness Happens Day encourages people to take stock of their lives and try to do and think about things that make them happy and to share this joy with others. Here are some ways to celebrate this happy day:

Do something nice for yourself – after all, happiness starts at home. Make someone else happy by doing something nice for them. It can be something as simple as giving up your seat on the bus to someone else or a more elaborate gesture like volunteering your time and money to a charity of your choice.

*Thank You For Your  
Referrals*

*Evan Sternativo, Wendy Black, Carol King,  
Joseph Hughes, Eamonn Daly,  
Christina Delistathi, Emily Coates,  
Patricia Peggs, and Patricia Trutwein*

# What Our Clients Say About Us



**Nic Mcgealey**

★★★★★ 17 hours ago

Had my new crown fitted this morning. As always Ketan and his team do an amazing job in what are very difficult circumstances. I would highly recommend this practice.



**Alisdair McCabe**

1 review

★★★★★ 3 days ago

I cannot fault Ketan or his team at Brightside. Dental work is never enjoyable but i've not once winced, felt pain, discomfort or had issues from any procedure. Calming, professional, quick and skilled. You can trust these guys to do a great job and not feel a thing



**Stephen Carter**

2 reviews

★★★★★ a week ago

Thank you to Brightside for seeing me today. The treatment I received from reception to the dentistry was excellent. I was concerned because I had filling issues which had arisen during lockdown. Paarsh and his colleague provided me with the necessary treatment, be it only temporary. I was also given friendly advice and options for future treatment. I have been going to Brightside Dental for a very long time now and my treatment includes two implants.

I found the whole experience VERY PROFESSIONAL and the procedure was less daunting than feared. Thanks again for today.

I recommend Brightside Dental without hesitation.



**Christopher Chessum**

5 reviews

★★★★★ 2 weeks ago -

Had an implant fitted here and it looks and feels great. I have always been impressed with the professionalism of all the staff at this practice.

## Brightside Dental

For Information on Calm & Gentle Dentistry

Call us now: 020 88884401 or For More Patient Stories, Visit Us:

[www.BrightsideDental.co.uk](http://www.BrightsideDental.co.uk)