

The Brightside of Life

July 2020 Issue

We Request Our Patients To Be Patient



As you may be aware, Brightside Dental has re-opened for patient appointments. We have not been closed, as such during the past 3 months as we have provided advice to hundreds of people on the phone and via video calls during this time.

Many people talk about a “new normal”, however currently in dentistry there is no clear sign of what normal will be. What we do know, is we can't work the way we did 3 months ago for the foreseeable future.

To put the situation into context, we were ordered to close our practices in March without any prior warning and then our re-opening was announced on BBC news with none of the dental profession having been informed. Since then we have had very varied and conflicting information from our regulators, so much so to the point of receiving an email from the NHS yesterday evening that went against their previous advice. I am not looking to blame anyone, as this situation is unprecedented, however as a profession we feel we have been severely let down and when the guidelines and goalposts keep changing, along with threats of being reported to the General Dental Council, it is very challenging to make plans for the practice.

At Brightside, we are doing our best to ensure we meet regulatory guidelines and our top priority as always is the safety of our patients

and team members. Dental practices have always met very high standards for infection control and we have taken additional measures in line with Covid-19. I believe a dental practice is one of the safest environments to be in, however there are certain procedures we carry out which may increase risks, which are discussed below.

There are significant changes to the way we will be working and will be modified on an ongoing basis. Initially, we are planning appointments until the end of June. Priorities will be for those in pain and with dental problems and patients that were partway through treatment with us.

In line with social distancing and limiting the number of patients in the practice, along with increased disinfection measures, initially we will be able to see around 25-30% of patient numbers we were previously and will be able to use 2 of our 4 treatment rooms.

We are currently unable to carry out aerosol generating procedures (AGPs) as these are potentially higher risk for spreading Covid-19 and also because we don't have all the personal protective equipment (PPE) we need to carry out these procedures. We have been sourcing PPE for weeks, however there are significant shortages throughout the country and having only recently received guidance on what we do and don't need, many items we need are on back order with suppliers.

Many patients have enquired about hygienist treatment, which we are pleased to say we can offer. Please note for the foreseeable future, hygienist treatment will be carried out using hand instruments and not ultrasonic scalers or airflow for stain removal as these create AGPs. Our hygienists are fully trained in working this way and we have invested in significant equipment for them to be able to work. Treatment provided this way is more labour intensive for the hygienist so we will be booking longer appointments for you and the hygienist will be assisted by a dental nurse to improve efficiency for you. This will mean less appointments will be available each day.

Examples of what we can provide:

- Emergency advice and treatment such as temporary fillings and refining crowns temporarily
- Denture treatment
- New patient and existing oral health assessments
- Routine extractions
- Teeth whitening
- Orthodontic treatment (with some limitations)
- Hygienist treatment with hand scaling

Examples of what we can't currently provide:

- AGPs such as fillings, crowns, root canals, dental implant placement, surgical extractions
- Ultrasonic scaling and airflow for hygiene
- Surgical extractions

We do still offer the option of a telephone or video consultation where possible in order for you to avoid having to come to the practice if possible.

We have limited appointments overall and these are allocated between NHS and Private patients. There will not currently be appointments available under the NHS for new patients to the practice or those who have not seen us in over 2 years (we may be able to offer private options) as we feel we need to give priority to our existing patients.

Ketan

PRACTICE REOPENING GUIDE



Measures to keep both you and our team safe during COVID-19

1 PATIENT PRE-SCREENING.

Before your appointment you will be sent a questionnaire and be asked about COVID-19 symptoms and your risk group.

2 EMERGENCY AND PAIN APPOINTMENTS PRIORITIZED.

We will triage you and you may have a phone or video with one of our dentists before booking.

3 ONLINE CONSULTATIONS.

To save you having to travel to see a dentist, we will offering video and telephone consultations.

4 BEFORE YOUR APPOINTMENT.

You will be sent forms to complete online and payment will be made over the phone or online to save your time and minimize contact.

5 COMING TO YOUR APPOINTMENT.

Please come alone for your appointment if possible. If you need a parent or a guardian, only 1 other person should be with you. Try and use the toilet before leaving home and avoid bringing large coats and bags with you.

6 ARRIVE ON TIME.

Be on time for your appointment. Follow the instructions on the door on arrival.

7 HAND HYGIENE.

You will be provided with hand sanitizer on arrival at the practice and may be asked to wash your hands.

8 SOCIAL DISTANCING.

Social distancing will be enforced everywhere except the treatment rooms. We will be staggering our appointments to minimize number of people at our practice at any one time.

9 TEAM PERSONAL PROTECTIVE EQUIPMENT (PPE).

The Brightside clinical team will be wearing gloves, face masks, and eye protection at all times, with advanced measures for certain procedures.

10 VIRTUAL RECEPTION.

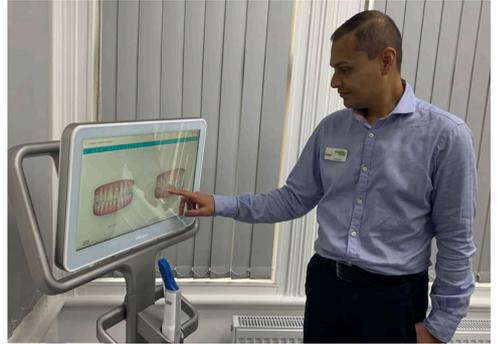
Appointments will be booked by email and phone only, with payments taken over the phone, online or by bank transfer.

11 CONTACT DETAILS.

Please make sure we have your correct address, phone number and email address.

New Dental Developments For our Patients

Our dentists Ketan and Ronit have recently attended the 2 day Align Technology (Virtual) Annual Growth Summit. There were multiple presentations during this time.



As you may remember, we invested in a state of the art 3D iTero digital scanner last year. This has a very wide range of features and functions available and we were using it regularly for 6 months prior to lockdown. We had great feedback from our patients - many of whom no longer needed uncomfortable impressions (moulds) of their teeth being taken. Having a scan is very quick and easy.

There are now even more features as the technology continues to progress.

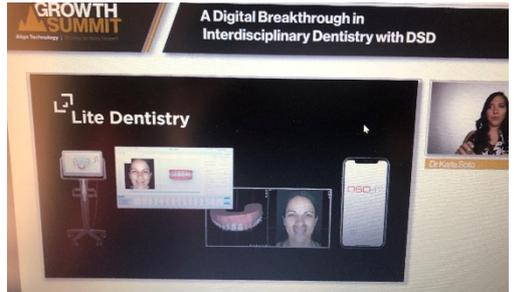
These include:

- 3D digital record of the teeth for clinical records to complement our assessment, X-rays and photos.
- Assessing gum condition, recession and calculus build up
- A record of tooth wear
- Smile simulation to see how your smile could be improved
- Planning and monitoring progress of orthodontic treatment
- Patented Niri technology to detect dental decay - without any radiation
- Time lapse technology - when a new scan is taken in the future, we can compare to previous ones to assess

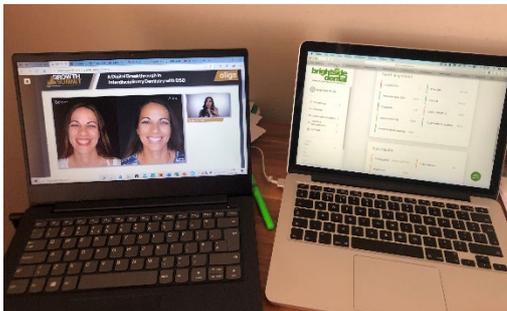
changes in the condition of your mouth

- Being able to make crowns, bridges, whitening trays, retainers and nightguards without an impression
- Ability to order new retainers or nightguards without you needing to come in until the fitting

This has been one of the best items of equipment we have invested in and particularly in the current climate, where we have to limit appointments and also to save your time, the iTero is more relevant and useful than ever.



We will be taken digital records for certain treatments routinely now and also for our private patients at no additional charge.



We are using the iTero along with other software and technology in order to improve efficiency, treatment options and outcomes.

If you would like to learn more about options for improving your smile, please contact us and we will let you know our new process, whereby the initial consultation is free of charge to our existing patients and takes place remotely to save you having to come to the practice.

What Our Clients Say About Us



Stephen Dalziel

1 review

★★★★★ 4 days ago

As we know, the lockdown has presented huge problems for dentists (and those who need treatment). Brightside Dental kept its patients updated throughout, with e-mails and video messages. Now that they have been able to re-open they have excellent safety practices in place and are once again providing a first-class service. This is a model dental practice.



Gurvinder Singh  recommends Brightside Dental.

16 June at 02:26 · 



Brightside Dental is one of the Best Dental Practices in this country. I've attended it since it's opening and can recommend it for it's professionalism, state of the art technology, hygiene standards are par-excellent, and its team are always very sympathetic and ready to help. 6 stars in my book out of 5. 👍 👍 😊



Alison Phillips

1 review

★★★★★ 3 hours ago

Always a pain-free experience, lovely friendly and professional staff. I have been a patient since 2011, it's 2 towns away from where I live, but it is worth the travel!



"Our team are so happy to be back at work and being able to help our patients."

<https://www.facebook.com/watch/?v=266194851489917>



Brightside Dental

For Information on Calm & Gentle Dentistry

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

www.BrightsideDental.co.uk