

# Cambuslang Dental Care

John G Boyle BDS    Adrienne Gordon BDS  
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## Practice Statement 30/10/20

Once again, I would like to thank our patients for their tolerance and understanding during the pandemic.

Our emergency service continues to operate as before. Please refer to my statement of 28/8/20, on our website, for details of that service. In addition, we are now able to expand the range of services that we can offer and will do so from 9<sup>th</sup> November. We will be able to offer a higher number of aerosol generating procedures (AGP's) and to offer them to patients for non emergency treatment.

However, we will still be limited in the number of AGP's we can provide and subject to capacity restrictions which will limit the provision of our full range of treatments. We anticipate an activity level of around 25% of pre pandemic levels. This is to ensure a safe environment for both staff and patients but does mean that services will continue to be restricted. I have also added to our website a letter from Anne Moore, Director of Dentistry for NHS Lanarkshire, which explains further the limitations in our service. As Anne states in her letter "This does not however mean that dental services are back to business as usual".

As yet, we are unable to provide routine recall examinations.

For patients who have had problems during the pandemic we have started a process of prioritisation, assessed by our dentists reviewing patient records, to allocate those patients into different categories based on clinical need. Where our assessment suggests that those patients have an unstable problem, likely to deteriorate over time, they will receive a higher priority over patients where our assessment would suggest that isn't the case.

Patient's records will be assessed in date order, therefore an issue which has been untreated since March will be **assessed** before a problem dating since June. Although a higher priority treatment from June will likely be **treated** before a lower priority treatment from March.

Following a review of your record, patients identified as having higher priority treatment requirements will be contacted and offered an assessment appointment with their dentist. At this visit your dentist will discuss which treatment they would suggest should be carried out first and any treatment which may be allocated to a lower priority to be carried out in the future. You will only be offered a further appointment, or appointments, to complete high priority treatment initially. Charges for treatment, for non exempt NHS patients, will be reintroduced from 2<sup>nd</sup> November.

Once high priority treatments have been completed, we will contact patients with lower priority treatments.

*Quality, Affordable Family Dentistry*

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In organising appointments in this way, we hope to allocate our limited time in the most effective way, addressing the most significant problems outstanding for the longest periods of time.

We have a very substantial list of outstanding treatment to work through but would hope that this system will address this backlog fairly and equally.

Again, please accept my thanks for your patience and tolerance. We are working hard to look after all of our patients to the best of our abilities in these exceptionally challenging times and we all appreciate your good humoured support.

With best wishes to you and your families on behalf of all the team,

**John G Boyle BDS**

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