



Patient Newsletter

Craigentenny Dental Care

May 2020

Welcome to the May Newsletter.

When reflecting on what to write in this newsletter my mind kept coming back to the phrase “a lot can happen in a short time.” The last few months have proved this to be the case for every single person in the country, but on a level that we could not possibly have imagined before.

The news around Coronavirus does make grim reading, and our thoughts must first and foremost be with families who have lost loved ones, not only to Covid 19 but to the whole range of conditions that highlight human frailty to us.

For the last month, the practice has been closed for face to face consultations on the advice of the Chief Dental Officer for Scotland and Scottish Government. At present it looks as this may continue on for a while longer too. I know in the many conversations I have had by text, Zoom and phone that the whole team is missing being able to work in person with our patients and can't wait to get back.

We are not idle during this time, most of the team have volunteered for redeployment to assist the NHS during the crisis and we are providing advice and emergency assistance by telephone every 9-5 Mon - Friday, we are also now developing other ways that we can temporarily help and consult remotely. Full details on what we can do until we are able to re-open are included later on in the newsletter.

Finally if you have heard enough about Coronavirus and simply would like some happier news please scroll on to the back page!

Until we can see you in person please do stay home and stay safe.

With all good wishes

Fraser , The Team

Keeping Up To Date With Developments

Things are changing fast during the Coronavirus pandemic and if your e-mail inbox is like mine it will be full to the brim every day with Covid19 related messages. To keep up to date with the practice our opening times, top tips and what we are able to do please visit and like our Facebook Page.



Inside this issue:

Dental Emergencies

How to get help during the Covid19 lockdown

E-Consult

A new way to get advice and help from the team

Good News

What has been happening in the lives of our team and other positive things.

Temporary Opening Hours

Mon - Fri 8:00am -5:00pm

E-consult 8:00am - 8:00pm

Craigentenny.co.uk/advice

Weekend please use NHS 24 on Tel. 111

Dental Emergencies

Throughout the Coronavirus pandemic crisis we are maintaining daily cover at the practice with a dentist always on hand. Although we are not permitted to see you face to face



we can provide advice and have the ability to remotely prescribe painkillers and antibiotics as necessary.

There are 2 central hubs in Lothian where treatment can be carried. You can only go there on referral after speaking with your own dental practice during the week or NHS 24 on 111 at week ends. In discussion with several of the dentists working at the hubs the range of treatment is very limited and the criteria for being offered an appointment are exceedingly strict.

So far we have managed to help the vast majority of patients stave off, or temporarily hold problems at bay although this has been challenging on occasions.

As a result of being unable to see you directly, we know there is a significant body of important and urgent treatment to be completed when we are able to re open. The senior team are already planning how we can achieve this as quickly as possible when the time comes.

E-consult - don't wait for an emergency

While the nation is advised to stay home and access to dentistry as you traditionally know it is limited getting your home care and prevention right is critical. It is also good to be pro active and wherever possible head small problems off before they become big ones.

During this period our dentists are not only in the practice to help with toothache and dental emergencies they are also very happy to hear from you with any question of a dental nature that you have during this time. Whether that is the best way to deal with a minor niggles or grumble from a tooth, selecting and using the right products for home care or advice on the growth and development of your child's teeth we can still help.

E-consult: we now have a page on our website where you can upload any images from your smart phone of a problem area. You can send us up to 4 images up to 5Mb in size each which can help the dentist to assess the problem. www.craigentenny.co.uk/advice, or simply e-mail us.

You can contact us by any of the following methods

Phone	Monday - Friday 9:00am - 5pm
E-mail	office@craigentenny.co.uk
E-consult	www.craigentenny.co.uk/advice

Appointment Timings and Hygienist Visits

I appreciate many of our patients have been contacted to re book or move appointments over the last month. Although we hope it will not be too much longer before we can re open at least with a limited service. We are working to an unknown timetable and will of course be following advice on best practice as it becomes available.

Our aim once we have a date to work to is to prioritise initially seeing anyone who has had toothache / broken teeth or significant problem that is being nursed along during lockdown. Beyond this the team will be working hard to play catch up on visits that have been postponed or moved. I know that many of our patients who suffer from gum disease find that gum issues become more significant if they miss their usual 3 monthly or 6 monthly hygiene visit so again this is an area that we will prioritise as soon as we are able to re open.

For plan members it is our intention to make sure we complete the agreed number of examination and hygienist visits that your plan includes for the year. The lockdown may delay timings a little but we hope that we can catch up on this once we are re open

John Booth an Update

Some good news that I am delighted to finally be able to share with you is that earlier this month John was discharged from hospital. He is now finally back at home with his family while he completes his rehabilitation. I have very much enjoyed having a good number of lengthy conversations with him about dentistry, the practice and much more beyond.

Due to the lack of in person physiotherapy it may still be some time before we see John back in Craigentenny blue, but it was cause for some minor celebration that he is another step closer to rejoining us at.

Keeping Your Child's Teeth Healthy During Lockdown

I have been told by my younger colleagues that video is the future of communication! So against my better judgment and to prove I am not entirely a dinosaur, I have recorded a short video with my tips for keeping children free of dental problems while all of our daily routines are disturbed. You can find it on our dedicated webpage

craigentenny.co.uk/coronavirus-advice/

or on our YouTube channel just enter

Craigentenny Dental Care into the You Tube search bar. I thought it best to get on with it before my Corona haircut after which all camera appearances will be suspended!



Therapist Lindsay Expecting

Over the 30 years since the practice opened the team has grown steadily. One of our favorite events each summer is our family barbeque where we see not only the whole team but their extended families as well. We are pleased to share the news that Lindsay our therapist/ hygienist is pregnant with her baby expected later this year. The whole team are thrilled for her and her partner. Her pregnancy is going well and I very much suspect there will be an orderly queue at the barbeque this summer to hold the new arrival!

Link Summary

E-consult

Send us some photos from your smartphone for an e-consult www.craigentenny.co.uk/advice

Facebook Page

www.facebook.com/dentistedinburgh

You Tube Channel

www.youtube.co.uk Craigentenny Dental

Coronavirus practice update

www.craigentenny.co.uk/coronavirus-advice/

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