



Patient Newsletter

Craigentenny Dental Care

October 2020

Welcome to the September Newsletter.

It has been a hectic few months and I am pleased that the team is, at least for now, back in practice looking after our patients again. The many extra stages that have been added to our working days have made achieving a smooth a visit to the practice for everyone quite a challenge. I appreciate the new measures in place for your visit are not always 100% welcome or fathomable, but they are designed not only to ensure the safety our patients and the team, but to ensure we comply with the raft of guidance that is issued to the practice by our inspectors and governing bodies.

I must acknowledge the enormous effort of the team who, despite a very challenging environment, turn up every day, choose their attitude and do their very best no matter what. Thanks to their hard work we are able to offer almost all of our usual services to our plan and private members. While some routine NHS dental services are available, they do unfortunately remain very limited in scope. We are extremely disappointed in this situation but restrictions are set by Scottish Government meaning we have no ability to change this unilaterally.

We are working hard to catch up with patients who have had issues during lockdown and were not able to be seen at that time, to that end if you have had a problem and not yet received a call or e-mail from us please do get in touch with our reception team by e-mail office@craigentenny.co.uk with the subject Covid19.

Please enjoy the newsletter, there is lots happening behind the scenes at the practice right now that will hopefully allow us to emerge from the current situation stronger and better able to look after you and your family. Please read on to find out more.

With all good wishes

Fraser & the team at Craigentenny



Inside this issue:

Health Screening

Taking prevention a step further, why more of us should know our key health numbers.

Visiting Us During Covid

A quick summary of how to prepare for a visit and what to expect.

Team News

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

Having a dental problem but don't want to visit in person?

We understand that every one of us has a different assessment of the risk that Covid 19 poses to us and our families. If you are not keen to attend the practice in person but have a dental issue that you would like help with we are still offering video consultations. Just call reception and ask.

Normal Opening Hours Resumed

Mon	8:00am - 6:00pm
Tue -Thur	8:00am - 6:30pm
Friday	8:00am - 5:00pm
Weekend	call 0131 669 2114 for information

Changes To Your Visit During The Covid Outbreak

Visits at the moment are a lot different to those that you may be used to. We are still the same smiling faces behind all of the additional PPE but we do have a range of new processes in place to help everyone feel safe and be safe while they are with us.

Appointment reminders are now sent 24-48 hours ahead of your visit (instead of a week) to ensure we have the most up to date information, particularly in relation to your coronavirus status. The reminders now have a web link to your own personal

Patient Portal where there are online medical and covid screening questionnaires. If possible please complete these in advance of your visit.

We have to limit the number of people in the practice at any one time so all waiting is now outside, in the colder months please come by car if possible or dress for the weather.

When you arrive send us a text or sign in via the same portal link that we sent to you with your appointment reminder.

The team are working extremely hard to guide every patient through their journey in the practice so we are currently unable to text you back to acknowledge your arrival. If however you are waiting more than 10 minutes beyond your appointment time then do call reception.

I appreciate a visit may seem much more complex or daunting but the whole team are here to guide you through the process.

Total Health Screening

You are unlikely to have escaped hearing us talk about the **links between oral health and high blood pressure, heart disease and diabetes** in recent years.

Sadly in 2020 the Covid pandemic has highlighted that underlying health issues such as high blood pressure, mark individuals out as being at greater risk of becoming seriously ill if they are unfortunate enough to contract Coronavirus.

Many health conditions such as cardiovascular disease, diabetes, high cholesterol and high blood pressure, do not come with any symptoms or warnings signs, even though their presence can dramatically increase our risk of a heart attack and/or a stroke.

In dentistry, we try to head off serious oral health problems with early detection and (hopefully) minor preventive action. As a practice we would like to extend that approach to areas of general health that also impact on your dental health.

Our new **total health screen** includes several quick tests to find out your current situation with regards to cholesterol, blood sugar, blood pressure, Body Mass Index and height to weight ratio. This is by no means to form any diagnosis, but results are immediate and give you an idea of your key health numbers right now, as well as the opportunity to monitor them over time. This is something we have wanted to introduce to the practice for many years but the current global pandemic has given us added incentive to launch this service.

The process is quick and easy, you can find out more or book a screening via our website <https://www.craigentinny.co.uk/health-screening/>



Team & Practice News

Reception Team

After 14 years organising appointments, juggling telephones and keeping our dentist somewhat in order, we bid farewell to Lynne Higgins. Lynne is taking a well deserved career break before making a move to pastures new. It has been a pleasure having Lynne on the team for so many years and we wish her well wherever the future may take her.

Carol is working with our new reception team members Megan and Rebecca who are getting up to speed with the many duties of our busy reception team.

An Engagement

To balance out some of the less cheerful news we were all pleased to hear that dentist Callum Ward recently became engaged. We send our congratulations to Callum and his Fiancée Jen.

Planning Consent Gained

After 16 years in its current form, we have for some time been planning reconfigure the back of the practice. Using the lockdown period, we completed our re design and our initial proposals have successfully made it through the planning process. There is still much work to be done on this but we are hoping to be able to start the renovation work at some point in the first part of next year.

Rest assured our plans take into account the feedback that we have received over the years on our current layout and hopefully will set the stage for the next 15 years. Watch out for more information in future newsletters.



Therapist Lindsay's New Arrival

We are delighted to announce that Lindsay and her partner, welcomed baby Myla to the world in the early morning of 29th July. Both Mum and baby are doing well and Lindsay is now adapting to a sleep deprived life! Lindsay asked me to pass on her best wishes to all of her patients that she is missing while on maternity leave.

Link Summary

E-consult

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

Facebook Page

www.facebook.com/dentistedinburgh

You Tube Channel

www.youtube.co.uk Craigentenny Dental

Coronavirus practice update

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

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