

# WE ARE STILL WORKING but... differently

## \*EMERGENCIES ONLY\*

23 March 2020

We have taken the difficult decision to reduce our service dramatically, the practice will be **closed for non-urgent treatment** until further notice, this follows the new Department of Health and Public Health England guidelines to reduce the risk of infection and spread of COVID-19 in dentistry.

Please note we still have the facility to treat patients in pain but the types of **treatment we can offer are much reduced now** due to our current guidance – please call the practice to discuss your emergency needs.

Should you have an emergency please contact our reception team, (pain, swelling, bleeding and deterioration of your health).

When you attend your emergency dental appointment please be aware of the following:

1. **ONLY** attend if you do not have any symptoms and are not self-isolating or due to a family isolation
2. To reduce the number of visitors please attend your appointment alone
3. If you are attending with your child, only 1 parent or guardian to enter the practice
4. Only enter the practice 3 minutes before your appointment time
5. Keep the recommended chairs width between you and other patients
6. Please do not lean on the reception desks
7. Pay with card where possible
8. Please ensure we have your updated mobile number and email address for any future communication. This is the quickest and most environmentally friendly way for us to communicate with you.

Thank you for understanding

**John G Plummer Associates Dental Surgeons**