**HRDP CORONAVIRUS UPDATE (10/06/2020)**

Hi everyone

We hope you and your families/friends are all continuing to keep well during these challenging times.

As you will be aware, we have been closed for face to face consultations since lockdown began, although we have been answering calls Monday through Friday 9am – 5pm, to deal with any dental problems or concerns you may have. You can contact us at 01698 263099 or by emailing reception@hrdp.co.uk

Currently, Scottish Government (SC) and the Chief Dental Officer (CDO) are working together to plan the phased return to dental services in general practice and we have been working behind the scenes to do everything we can to ensure a safe environment for you and all our staff in preparation for this return to work. It is important to point out that this is NOT a return to normal business, we will have strict guidelines on what services we are able to provide at each of these phases, and we do not predict a return to normal service for a number of months.

As a consequence, we have had to come up with a new set of standard operational procedures following guidance given to us by SC, the CDO and all relevant dental and medical experts.

We will soon be entering into Phase 2, where all dental practices are open to see patients with urgent care needs. The Urgent Dental Care Centres currently in operation will remain open and will provide urgent care for those requiring aerosol generating procedures. At present we do not have a date when we are permitted to reopen and we do not know how long Phase 2 will be in effect.

We will only be treating individuals who are not currently suspected to be a possible or confirmed COVID-19 case, including those of you who are at higher risk or shielding. For more information on this, see NHS Inform.

Before being given an appointment, we will assess your current COVID-19 status, triage your dental concern and communicate the new instructions for attending the practice. We have prepared a “Patient Journey” information sheet which outlines all the relevant information on what to expect on your return and what measures we have put in place to safeguard your health and wellbeing, and this is available here. We will also email you a copy of this in advance of your appointment along with a current medical health questionnaire.

Admittance to the practice is by appointment only, the front door will remain locked and only those who have been pre-screened will be allowed entrance.

In the meantime, please do not hesitate to contact us with any problems you are having, we are here for you as best we can and we hope you continue to keep well.

We will get through this and we will be here for you as soon as we are permitted to do so.

Kindest regards,

Shane, John, Vikki and all the team at HRDP

**Please follow social distancing advice and stay safe.**