

COVID-19 CORONA VIRUS Bamford Practice Arrangements

Dear patient,

The public health guidance we have all been given is to keep children off school and self-isolate as much as possible. In line with this public guidance, we have taken the decision to close the practice until further notice.

We aim to open again as soon as possible based on the public health advice we receive. This will be reviewed on a daily basis.

We understand this can be a worrying time for us all. So, with this in mind, we have prepared this Q&A sheet to answer some common questions which may arise.

Common Questions:

- **Why has the practice reduced to phone advice service only?** The practice has reduced to telephone advice only as we feel this is how best we can protect the staff and public during this challenging time and this is from the NHS England and Chief Dental Officer guidance.
- **Will you be open for emergencies? Yes.** We will be open for **phone calls only** between the hours of **9am-1pm** during our normal working days Monday-Friday. If you have a problem with your retainer or part of your brace is causing pain or an inhalation risk, then contact us in the usual way. We can be contacted by phone **01706 527700** option 1.
Please note that a broken bracket is not an emergency and can wait until the practice re-opens.
For genuine dental emergencies between 1pm-5pm, please contact the practice on call phone 07763 871531
Outside of these hours for a severe dental emergency please call 0333 332 3800

If you have had symptoms of the virus such as cough and/or fever and have a dental emergency, then please self-isolate and contact NHS **0333 332 3800** for advice.

- **Is the practice dangerous? No.**
We have very high standards of cross infection control. The decision has been taken to conform with the social isolation advice given by the government and public health advisors.
- **How do I contact you?** If you have an emergency, you can contact us on our usual practice number **01706 527700.OPTION 1**
We will get back to you as soon as we can.
- **What is a brace/retainer emergency?** If part of the brace is causing pain, or you are worried you may swallow or breathe it in, then please contact us. Another example would be a lost or broken retainer which no longer fits. If you are not sure, you can call us for advice.
The wax covering of a Baby-Bel or Edam cheese can make a good alternative to orthodontic wax to put on something sharp.

A broken/loose bracket which is still attached to the wire is not an emergency and can wait.

- **I've got a loose bracket, should I call you? No,** please see the previous answer.
- **When will you open again?** We don't know. We are preparing for the closure to run to June 2020, but this could be sooner or later depending on the public health advice we receive. We will contact you as soon as possible when we have this information available.
- **My appointment has been cancelled. When will I be seen?** All patients with existing appointments should have received a new appointment. **Please contact the practice if you still having received your letter.**
- **The new appointment I've been given isn't convenient, what should I do?** You can contact us to rearrange it.
We will be operating a skeleton staff and want to prioritise the phone for emergencies.
- **Won't this affect my brace treatment?** There will inevitably be a delay in the progress of your treatment. However, most appliances are safe and stable to leave for many months if a good standard of toothbrushing is well maintained. Our clinicians have checked the clinical notes progress of everyone affected to make sure.
- **What about the elastics I'm wearing?** You should continue wearing your elastics until the date of your original appointment. Then stop and keep safe any elastics you have left over. This puts the brace in "**park mode**".
- **My brace is removable. Should I still wear it? Yes.** You should continue wearing your removable brace as instructed.
- **I've been told to turn the key of my removable brace. Should I still do this? Yes.** You should continue to do this **but stop the turns on the date of your original appointment.**
- **What about my retainers?** Keep wearing your retainers as you have been advised.
- **I've broken/lost my retainer what should I do?** You should call the practice for advice.
- **I was due to be seen for a first appointment.** Will I go back on the waiting list? **No.** Your appointment will be rearranged and prioritised accordingly.

- **I've had symptoms of the virus and am having brace/retainer problems. What should I do? Do not** come to the practice. Self-isolate and call NHS 111
- **I've had teeth out but no brace fitted. What should I do? Do not worry.** There is usually no problem with the delay. If you notice the spaces closing up a lot (e.g. half of the original space) then contact us for advice. Selfies of the teeth emailed to us would be helpful for this.
- **I'm due to have teeth out at my dentist, should I still go?** You should take your dentist's advice. Please see the above answer.
- **My dentist won't take my teeth out like you asked. What should I do?** You should take your dentist's advice. We can always rearrange appointments to fit around this.
- **I was due to have my brace off. Do I have to wait? Yes.** We know this is very disappointing, but we feel this is in the best health interests of staff, patients and public alike. If you have special concerns, please e-mail the practice.
- **Can I come in? No.**
- **When will this all end? We don't know.** We have provisionally considered June 2020 as the time we may go "back to normal" but will be acting on expert advice as it becomes available and will contact our patients accordingly. We appreciate that this is frustrating for everyone, but we are acting in good faith for the protection of us all. We are all in this together, so we ask that you continue to be patient, polite and respectful to us during this difficult time.

If you have any concerns regarding your treatment please can you submit photographs as shown in the link below to lisa.bamforddental@gmail.com

<https://www.bamforddental.co.uk/how-to-take-photos-at-home/>

Best wishes and stay safe, Bamford Orthodontic and Dental Practice.