

Coronavirus update – Important Notice

23rd March 2020

To all our patients and friends,

Our thoughts are with you, your families and loved ones as we all try to navigate these difficult times.

We have so appreciated your support and co-operation as we have introduced even higher levels of infection prevention and some social distancing measures at the Practice to protect our team and you, our patients.

Now, due to the unprecedented Coronavirus situation, it is with deep regret that we have had to make the decision to postpone ALL non-urgent dental appointments for the foreseeable future.

We have not taken this decision lightly but have to follow Government guidelines in order to try to help keep patients and staff safe.

A key priority is to minimise the risk to our practice team. This is critical for two reasons - firstly simply to keep them, and their families, safe - as they are very special; secondly we rely on them being safe and healthy so that we can maintain a functional team at the practice to provide at least emergency care and telephone advice for our patients.

If you have a non urgent appointment booked with us, we will be in touch as soon as possible to discuss and reschedule it. Please rest assured, this will be our priority as soon as we are able.

Please call us on 01395 272027 for dental advice during normal working hours and if you have a dental emergency when we will try our best to help you.

If you have a temperature or a cough or live with someone who shows these symptoms or believe you may have Coronavirus, I am sorry, but we have to advise you to call 111.

Do keep up your oral hygiene routines and if you need any interdental brushes or floss please don't hesitate to call us, you can pay over the phone and, at least for the moment, we can get those in the post to you.

And please by all means call us if you think we might be able to help you, especially if you live alone and need assistance.

We ask for your patience, your co-operation and help as we try to make these drastic measures work. With your help we hope we can be here for you, as and when you need us, through this pandemic and afterwards.

We look forward to seeing you after this current crisis has passed. Look after yourselves

With kindest regards, the team at Bicton Place.

Advice and information about what to do if you are worried about the virus can be found here:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

About Coronavirus

As you will know, COVID-19 or the 'coronavirus' is a virus that can affect your lungs and airways and is causing illness around the world.

The symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath

But these symptoms are similar to other illnesses that are much more common, such as cold and flu.

Generally, coronavirus causes only mild symptoms but can be more severe in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease, so much is being done to try to limit its spread.