

## Our investment in keeping you safe

Greetings!

Your experience at Devonshire House will have changed greatly since lock down and we thank you for bearing with us during these difficult times.

With your safety as our top priority we are reopening slowly, bringing back just one additional clinician and dental nurse each week. This approach allows us to ensure each team is fully trained and conversant with all our new protocols; some that you will notice and many more behind the scenes. It does however mean that it may still be some weeks before all of the familiar faces are back at Devonshire House.

If you currently have an appointment booked that is not with your usual clinician, rest assured that you will soon be able to request appointments with the dentist or hygienist of your choice.

### **A "no compromise" approach to providing safe dentistry**

In the past we have always offered what we feel is a 'no compromise' approach to dentistry at Devonshire House, setting ourselves the highest standards for every aspect of your care. We believe that your recognition of that has been an important factor in making the decision to come and entrust us with looking after your dental health.

In this world where safety has come to the forefront of everyone's minds, we have applied the same exacting standards and no compromise approach to your safety. We believe that the measures that we have taken to ensure and maintain a safe environment will give you confidence to continue to come to Devonshire House for your ongoing dental care.

## How we are maintaining a safe environment

### Providing clean air

By its very nature, the delivery of dental care involves the generation of a so-called aerosol; this is really a cloud of essentially invisible water and saliva droplets suspended in the air. In the past, best practice was to remove it with suction but now we are taking additional steps. Prior to reopening, we have installed devices to clean the air in our clinical spaces along with machines to measure and monitor just how clean the air really is. We have also invested in equipment which very effectively evacuates aerosol away before it contaminates the room. These machines were expensive as well as difficult to source.

### PPE

Over recent months you will have heard PPE discussed through the media and will probably have a good idea of what is required in dentistry and how difficult it has been to obtain. Considerably more PPE is required for treatment which generates aerosol droplets and this is when you will find us wearing respirator masks and PPE from top to toe. We have worked hard to source appropriate and genuine PPE to help make our Practice environment as safe as it can possibly be for you and our staff alike. This has been very expensive and looks likely to continue to be expensive for the foreseeable future.

## **Increased appointment fees**

We are aware that Dentistry delivered with this no compromise approach is expensive and we are doing our best to limit the financial impact of the coronavirus crisis to you and to our business.

We have reluctantly added a fee to all procedures where an aerosol will be created and that fee will appear on your invoice and statement as AGP or 'Aerosol Generating Procedure' and for the time being will add £30 to the cost of that appointment. As such it barely covers the cost of the disposable and visible items of PPE and it will take a very long time to cover the cost of all of the other measures that have been put in place. If and when the cost of the PPE drops we will of course review and reduce this charge.

## **Our Team**

We understand that the reduced availability of appointments may be frustrating as we reopen, and that the additional charge may be unwelcome too. We want to reassure you that our team are pulling out all the stops to accommodate your needs and are looking forward to the day when it all feels like business as usual once again. As we work towards this, we are grateful for the patience and understanding that you are showing to our team who have been so incredibly supportive throughout this crisis. Thank you for working with us as we gradually reopen.

## **Finally**

We very much look forward to welcoming you back to Devonshire House and we are well on the way to returning things to as close to 'normal' as we possibly can. You will see visible changes that will become permanent ones and others that may be less long lived. There will always be a need for dentistry and we are determined to ensure that it is delivered safely, to a high standard, without compromise at Devonshire House, in our pleasant and welcoming environment.

With our best wishes

The Devonshire House Partners  
Julian, Wail, Ian and Cyrus



Fee schedule showing treatments incurring extra AGP charge(s)

Devonshire House Dental Practice  
01223 245266

[enquiries@dh-dental.co.uk](mailto:enquiries@dh-dental.co.uk) [www.devonshirehousedental.co.uk](http://www.devonshirehousedental.co.uk)

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