

Happy New Year to all our patients and their families!

We hope you are staying safe and warm and that 2021 is a peaceful year for you and your families.

Tier 4 – Wall Heath Dental Practice remains open

Further to our area moving into Tier 4, we confirm that the practice can remain open. There are no restrictions with regards to medical and dental treatment and patients are actively encouraged to keep their appointments.

At Wall Heath Dental Practice we have all the necessary Personal Protective Equipment (PPE) and will continue to follow our high standards of cross infection control along with a triaging policy to ensure the safety of both patients and staff.

Six months on from our closure during the first lockdown, we are now pleased to say we are starting to work through our waiting list of new and returning patients. Aerosol generating procedure (AGP) treatment appointments have still got to be carefully scheduled in the diary to allow for the additional time needed for PPE, fallow time and cleaning

We have now welcomed the return of our hygiene services. This is still limited at the moment due to the extra time required for treatment, as it is being carried out by hand, and the lack of surgery time available.

Katie Reeve has joined our hygienist team with Jodi and Carol; she is an experienced and caring hygienist/dental therapist who has worked in the West Midlands for the last 10 years.

We are expanding our practice into the adjacent property (previously The Beauty Rooms). We hope to have our brand new surgery ready for April 2021, this will enable us to increase the hygiene service and reduce waiting times for AGP dental treatment appointments.

Our team worked exceedingly hard in 2020 to provide care to as many of our patients as possible and to catch up on the work that was on standby during our 3 month closure.

We are still carrying our telephone triage for all patients wanting to arrange an appointment, this is to do a risk assessment and get as much information in advance to limit your time within the building.

Face to face visits continue to take double the usual time. One dentist is using both surgeries to enable social distancing, time for additional cleaning, and for the provision of aerosol generating procedures (AGPs), when they are unavoidable. Use of the high speed drill and ultrasonic scaler (a normal scale and polish) are AGPs. Respiratory protection equipment and fluid resistant gowns are required for the team. Following the procedure the surgery has to be left vacant for a calculated fallow time, prior to deep cleaning, meaning a simple scale and polish procedure would take a surgery out of use for over an hour! Other additional measures that we are taking include providing a peroxy rinse prior to any procedure, avoiding the use of the spittoon, use of the rubber dam isolation technique when we can, high volume suction (even during a dental examination!), and the avoidance of dental polishing after a hand scale.

Joanne and Lucy are therefore each only able to see patients face to face for half of the week and are spending the rest of the week working remotely trying to make contact with patients who are due an appointment. We really value these phone conversations as a means of catching up, and are delighted that so many patients are telling us how they have stepped up their dental home care during this time. We are seeing the beneficial results of this when we examine their teeth and gums.

In other news, Rachel is due to return in January 2021 following her maternity leave – she had her baby boy in March just before the lockdown. Helena's baby girl was born in October 2020 – Congratulations!

Joyce retired at the end of August after 12 years with us, we were sad to see her go!

Lisa joined us in the Autumn and has been a fantastic addition to our team.

We look forward to seeing you soon. If in the meantime you have any problems with your teeth please give us a ring or email the practice at: info@wallheathdental.co.uk and a member of our team will contact you. Thank you for your understanding, which we greatly value.

From all of the team at Wall Heath Dental Practice