



Bute
Dental Care

PRACTICE UPDATE

JUNE 2021

**BUTE DENTAL CARE
14 - 16 WEST PRINCES STREET
ROTHESAY
ISLE OF BUTE
PA20 9AF**

**TELEPHONE: 01700 502041
EMAIL: INFO@BUTEDENTALLCARE.CO.UK
WWW.BUTEDENTALLCARE.CO.UK**

Dear Bute Dental patients,

As the country continues to return to normal I want to advise you on the situation in our practice and how it will relate to the service we offer you.

Covid has had a very severe effect on the dental sector and has changed our entire way of working. This update will explain the challenges we have been facing and the impact on our future way of working.

Thank you for giving this your consideration,

With kind regards,

Cameron McLarty BDS
GDC 152148
Principal Dentist

The pandemic has meant new guidelines have been introduced to maintain patient and staff safety. Whilst these have been necessary they significantly restrict the number of patients we are able to see each day.

Even as lockdown continues to ease issues and restrictions specific to dental care, like ventilation and environmental cleaning, are likely to be present for months to come.

The greatest challenge are "aerosol generating procedures" - in other words using the drill or scaler. The vast majority of pre-Covid treatment involved generating aerosols.

Unfortunately there is currently no realistic prospect of being able to operate at our pre-Covid capacity. We understand and indeed share your frustration at this - I can assure you the whole team is working to maximise the limited capacity we have.

The NHS has provided some information at:

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/healthy-living/coronavirus-covid-19-accessing-dental-services>

and

<https://www.youtube.com/watch?v=2BXCPJqliqw>

There are no easy answers to the problems we are facing and we have had to reach difficult decisions on how to operate going forward.

We are committed to using the NHS resources we have to best serve your needs - while also offering a non NHS option for those who would wish that.

Our NHS funding has actually reduced as a result of the decreased patient numbers caused by Covid - and despite our costs increasing we have continued to invest to allow the maximum number of patients to be seen per day.

We have offered the full range of NHS services, including lab work, to all registered patients since reopening. We have also made non NHS treatments available, including implants and facial aesthetics, due to demand within the practice.

Dental practices contract NHS services and are not funded like Medical practices. We choose to provide (or not provide) NHS services while also being able to offer private dental options.

NHS OPTIONS FOR YOUR DENTAL CARE

This practice will always provide a NHS option as long as one exists. However it needs to be understood the NHS system has changed and we have to take account of this.

All appointments will be prioritised based on need for care and not the ability to pay. This is similar to the rest of the NHS system and is the most appropriate way forward.

NHS Highland are aware of the protocols we are implementing.

PRIVATE OPTIONS FOR YOUR DENTAL CARE

We have introduced a Membership Plan to offer affordable private dental care; this allows us to offer options not available on the NHS.

We are able to offer regular examinations and treatments for plan patients as we are not restricted by NHS funding.

For a monthly fee you receive examinations, hygienist visits, and X-rays. Each additional item of treatment is charged at a discounted rate compared to standard private fees.

There are additional discounts if more than one family member joins.

Plan A costs £15.50 per month and includes 2 dental exams and 2 hygienist visits.

Plan B costs £20 per month and includes 2 dental exams and 4 hygienist visits.

Due to the size of the practice there will be a limited number of spaces on the plan.

Should you wish to join email **info@butedentalcare.co.uk** with "Join Membership Plan" in the subject line or tel 502041 and leave a message.

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MEMBERSHIP PLAN

Maintenance Plan A **£15.50 per month**

- 2 Dental Examinations per year
- 2 Dental Hygiene visits per year
- Routine X-rays

Maintenance Plan B **£20 per month**

- 2 Dental Examinations per year
- 4 Dental Hygiene visits per year
- Routine X-rays

Both plans include

- 10% discount on any additional clinical treatment
- 5% discount on cosmetic, implant and orthodontic treatment
- 10% discount on oral hygiene products
- 20% discount if more than one of your household is a member
- Dental Emergency Assistance Support product

Private Fee List

Examinations - normally £50

Included in plan

Hygiene Visit - normally £40

Included in plan

X-rays - normally £10 per film

Included in plan

Fillings - from £40

Root Canal Treatment - from £200

Crowns/Veneers/Bridges - from £250

Dentures - from £200

Extractions - from £50

Membership Plan Frequently Asked Questions



1 So I don't have to pay for exams or Xrays or the hygienist?

No, they're included in the monthly fee. Other treatment costs are as outlined.

2 How do I pay the monthly fee?

Normally by Direct Debt. Annual payments can be arranged - please speak to reception.

3 How do I pay for treatment?

We are happy to accept payments by cash, card, BACS, cheque.

4 Can I set up a payment plan for any private treatment?

Yes. This can be arranged between yourself and reception.

5 If I join the plan when will my coverage start?

It takes only a few minutes to fill out the paperwork and your coverage will begin as soon as the first payment has been received. This is usually a month or so after you've handed in the paperwork.

6 Will the Direct Debit payment continue unless I cancel it?

Yes. All Direct Debits will continue unless you choose to cancel.

7 What happens if I miss a Direct Debit payment?

Independent Care Plans deal with all direct debit payments and will contact you to attempt payment again.

8 When will the payments come out my account?

Payment will be taken on the 5th day each month.

9 Is there a notice period if I wish to cancel my Direct Debit?

We ask that you give us one months notice for cancellation of your Direct Debit.

10 What discount do I get on treatment if I pay monthly?

A minimum 10% discount will be applied except 5% discount on cosmetic, implant and orthodontic treatment.

11 Can I decide which dentist I see?

Normally plan patients would see our principal dentist, Mr McLarty. This can be discussed with reception.

12 What happens if my preferred dentist is unavailable?

We will offer you an appointment with an available dentist or you can wait to see your preferred dentist.

13 Can I chose my appointment time?

Membership patients will have greater flexibility with appointment times.

14 How do I change my payment details if I need to?

Let the practice know and we can provide you with another direct debit form.

14 Will my child be included in my/family care plan?

Yes, children under 18 will be included in the family care plan.

15 I'm wanting to join the plan but due to my condition I require more than one exam per year.

As part of your membership, you will get two exams per year. Any additional exams may be charged discretionally.

16 What happens if I'm on the dental plan and have a emergency?

Phone the practice and we will arrange to see you as soon as possible.

17 What happens if I have a dental emergency out of hours e.g. weekend?

All patients can use the NHS 24 out of hours rota (tel: 111). The plan operates a Dental Emergency Assistance Support product (the DEAS). Any entitlement to benefits under the DEAS is discretionary and no fee is charged for this.

18 Do I need to go private if I want 2 exams a year?

No. Subject to clinical triage NHS exam appointments will be offered.

19 I am a high risk patient can I still get exams on the NHS?

Yes.

20 If I chose to leave the private plan can I go back to NHS only?

If you were previously registered here as a NHS patient we would look to add you back to the NHS list, subject to any new dental system.

21 I would like sedation for treatment is this available on the plan? If not what are my options?

We don't currently offer sedation at the practice but we can refer you to a clinics on the mainland. The cost of this is not included in the plan.

22 Why are you not offering everything on the NHS any more?

We still are offering an NHS system for our registered patients. However, like most dental practices, we are offering a plan to provide more options for our patients - without NHS restrictions.

23 Will my high fluoride toothpaste still be on the NHS and free. If not what will the cost be?

We will comply with NHS policy on this but we do not anticipate charges for toothpaste prescriptions for the time being.

24 I cancelled but now wish to rejoin.

Please contact the practice directly to discuss rejoining.

FURTHER INFORMATION

MAKING APPOINTMENTS

Call 01700 502041 and leaving a voicemail - state **NAME, DATE OF BIRTH, CONTACT NUMBER** and **DENTAL PROBLEM**.

Messages **left after 10am** will normally be triaged the following working day. Messages can be left 24/7.

We urge you to leave a message as soon as a problem starts.

As of July 1st any emailed or texted requests for appointments will not be replied to or dealt with, unless agreed to for certain reasons with the principal dentist.

PAYMENTS, TREATMENT AND DEPOSITS

Unless you are exempt from treatment charges all treatment will require payment of a deposit, as agreed with the principal dentist.

Full payment of your treatment costs must be received prior to the final appointment. Normally part costs will be required at each appointment prior to the final appointment.

Please note that the practice reserves the right to retain deposit payments in the event of missed appointments.

We also reserve the right to charge a deposit when booking appointments **regardless** of whether you pay treatment charges or not.

CLINICAL TRIAGE

All requests for appointments are subject to triage, based on the “Scottish Dental Clinical Effectiveness Program” (SDCEP) guidance.

We will be using a grading system to allow us to prioritise those requiring more urgent treatment to be seen first. Please note that this may mean non-urgent dental treatment could be cancelled at short notice.

Going forward all treatment will be dependent on clinical appropriateness and overall oral health i.e. poor oral hygiene may preclude any treatment until resolved.

Your dentist will discuss what is clinically possible within our scope of practice and what is possible on the NHS vs what is available privately.

We will be following similar guidance to Glasgow Dental Hospital to assess what treatment we can reasonably provide - for example:

Root canal treatments: single tooth or simple multirouted, straight roots, ease of access;

Extractions: straight roots, ease of access;

Dentures: reasonable chance of improvement on current situation, history of failed dentures likely to mean a referral needed;

Cosmetic dentistry: normally offered privately. However, in certain clinical cases NHS options are available and could be offered.



RESTARTING NHS EXAMS

We will not be able to return to the previous system of NHS routine six monthly exams for all patients at this stage.

Our intention in future is to offer NHS examination appointments based on individual patient need.

This means all patients will be allocated based on the following system, sometimes called a “traffic light system”:

RED - High need for dental care - including but not limited to high tooth decay rate, gum problems, medical problems, risk of potential soft tissue lesions

AMBER - Medium need for dental care

GREEN - Low need for dental care

If your last exam was more than six months ago that would not, in and of itself, necessarily be a reason for an exam appointment at this stage.

Our plan is to identify **RED** patients and offer exams and treatment. Then move on to **AMBER** patients and afterwards then **GREEN** patients.

If you believe you would be in the Higher Risk (RED) group of patients please let us know so we can arrange your examination.

If in any doubt at all please simply contact us and we can make appropriate arrangements.



WHAT HAPPENS NEXT?

If you think you need to see a dentist

Regardless of whether you are a NHS or a Membership Plan patient call us as soon as you think you need seen, leave a voicemail, we will get back to you as soon as possible.

Regarding examination appointments

1. If you believe you would be a “high risk” patient and would like to be considered for a NHS examination please contact us now.
2. If you wish to remain on the NHS but do not think you are “high risk” please continue to wait until such time as we can offer you an examination.
3. If you wish to join our membership plan please contact us.



THE GUIDANCE WE ARE USING

Some links to publicly available guidance regarding triage, clinical needs assessment, and types of treatments available are listed below.

SDCEP GUIDANCE ON TRIAGE

WWW.SDCEP.ORG.UK/PUBLISHED-GUIDANCE/MANAGEMENT-OF-ACUTE-DENTAL-PROBLEMS-MADP/

SDCEP GUIDANCE ON EXAMINATIONS

WWW.SDCEP.ORG.UK/WP-CONTENT/UPLOADS/2013/03/SDCEP+OHAR+GUIDANCE+IN+BRIEF.PDF

SCOTTISH GOVERNMENT'S

"ORAL HEALTH IMPROVEMENT PLAN"

WWW.GOV.SCOT/PUBLICATIONS/ORAL-HEALTH-IMPROVEMENT-PLAN/

GLASGOW DENTAL HOSPITAL MODIFIED ACCEPTANCE CRITERIA

GGC-LDC.SCOT/MODIFIED-ACCEPTANCE-CRITERIA/

NHS WALES ACORN CLINICAL ASSESSMENT

WWW.PRIMARYCAREONE.WALES.NHS.UK/SITESPLUS/DOCUMENTS/1191/ROUTINE%20PATIENT%20ACORN.PDF

**FURTHER DETAILS WILL BE AVAILABLE
ON OUR WEBSITE
WWW.BUTEDENTALCARE.CO.UK**

**TO CONTACT US
TELEPHONE: 01700 502041
EMAIL: INFO@BUTEDENTALCARE.CO.UK**

THANK YOU