



Summer 2020

a quarterly newsletter

MURRAY DENTAL

Private Dental Practice & Implant Referral Clinic

www.murray-dental.com

telephone 024 7650 5444

appointments available **Monday to Friday** and Saturdays by arrangement

please visit our website for more information



word of mouth

WE ARE BACK OPEN

The Government closed down all dental surgeries on 24th March. Thankfully were able to re-open on the 15th June.

You can rest assured that we have not forgotten you all and Nicole our ever-efficient practice manageress has been manning the phones dealing with your dental enquires and emergencies. In the meantime we have been making changes at the practice to make things safe for both you our patients and our dental team too.



After lots of hard work and expense the waiting room has been re-designed to allow 2 metre social distancing and we have installed a new perspex screen and handsfree headsets at reception. Everything is looking very smart and contemporary. The dental team will be wearing the latest PPE (Personal Protective Equipment) for your safety so please do not be alarmed when you visit us.

THE WAITING ROOM "REFURB"

As the practice was temporarily closed we seized the opportunity and brought the decorators in to complete the waiting room refurbishment.



Due to the new social distancing advice in line with Government and NHS England we have upgraded the waiting room to the standard they required !!

Wedding Bells for Nicole and Simon



In March before the lockdown and coronavirus pandemic, Nicole our practice manageress got married to Simon in Koh Samui, Thailand. They had 30 guests including Graham who all flew out to Thailand to help celebrate their special day.

Graham had a trip he would not forget either as he broke his toe stubbing it on the corner of his hotel bed and lost his passport whilst at the hospital which necessitated a trip to the British Embassy and Thai Police station hours before his return flight home.



Everyone eventually returned home safely and healthy!

Murray Dental would like to wish Nicole and Simon both years of happiness together and this will be a wedding that will never be forgotten.



Nicole's feet have not touched the ground whilst she has been running the practice virtually single-handedly during lockdown.



NHS Cakes & VE Day

During lockdown our team have been very creative lending their support to various causes.

VE Day bought out the bunting and street parties (social distance of course!)

We had a Murray Dental team bake off showing our support for the NHS and carers. The cakes all looked amazing but unfortunately we didn't get to taste each other's creations as they were all donated to our frontline heroes for the amazing jobs they are doing.

Molly our nurse set up a cottage industry making protective face masks. She has also made some of our PPE and has been very industrious. Her soccer skills are legendary on TikTok



STAY ALERT • CONTROL THE VIRUS • SAVE LIVES

The new normal

You will see some changes when it is time for your next appointment. For example:

The practice will communicate with you beforehand to ask some screening questions. You will be asked those same questions again when you are in the practice so please be patient with us.

We have hand sanitisers that we will ask you to use when you enter and leave the practice. You will also find these in the waiting room area and other places in the practice for you to use as needed.

You will see that our waiting room no longer offers magazines, children's toys and so forth, since these items are difficult to clean and disinfect.

We will not be able to offer all dental services at the outset and will have to adopt a staged approach with treatments.

Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment.

We will need to allow an extended time between appointments to clean down the surgeries.

We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time. We will ask you to wait in your car until we are ready to see you for your appointment.

You will be asked to attend your appointment on your own and asked to leave all your personal belongings in your car.

The toilet will be locked and unavailable so please make arrangements before you attend.

You will be asked to rinse with a special medicated rinse prior to your appointment.

At first we will not be able to offer AGP's (Aerosol Generating Procedures) which involve using the highspeed drills or ultrasonic tooth scalars.

Please bear with us during this transitional period.

Why we are taking this approach

Once we can assure a safe return to practice, we will be in touch to re-arrange the appointments that we have had to cancel. As with everything we do, you – our patients – are our priority. This includes your safety and is the reason we have had to take the measures that we have. This will extend to future appointments, procedures and our practice. We are all living in a world of uncertainty at the moment but what you can be certain of is that we will be keeping you informed of all the changes and new ways of operating.



Lockdown Birthdays

We had a few birthday celebrations during lockdown and as a practice we missed out on celebrating these – usually with a lunchtime buffet.

Milestone birthdays were reached by Rob and Gurprit and we missed out on the cakes for Graham, Nicole, Andrea and Bobby.

We look forward to welcoming back the team and catching up on lost time. Happy Birthday to you all from us all !



Could you please give us a few minutes of your valuable time to leave us a review?

Leave a review on Facebook, Instagram or Google or on our website and as a thank you we will enter you into our monthly dental prize draw.

