



Advanced, Cosmetic and General Dentistry

dental implant clinic | orthodontic clinic | periodontal clinic | endodontic clinic | facial clinic

Hello Everyone!

A lot has changed in the world in the last eight months. What has not changed is our commitment to the wellbeing of our patients and staff. Our priority is always to provide the best and safest dental care possible.

We reopened Enhance on the 8th June and have made some permanent changes to the clinic and introduced new protocols. This investment and change to procedure, which will evolve as we return to our 'new normal', reflect our commitment to 'best practice' levels of care.

The new Enhance Patient Journey

- Appointments will be made and confirmed by telephone. We love it when you drop-by when passing, but please only call for now. Where we have a mobile number, you will receive a text and be able to follow a link to fill in medical forms and other information before you come in. This data is completely encrypted, and your records will be automatically updated. Payment may be taken in advance to avoid contact in reception with card machines. Please only attend with an escort if absolutely necessary and they should remain outside if at all possible. If you are attending with children, unfortunately we can only allow one guardian and child into the practice at a time.
- Upon arrival please go straight to reception where you will be greeted and have a touchless temperature check and be required to use hand sanitiser. A barrier screen is in place. Whilst the UK is in covid-19 alert phase 4 we are required to keep the front door locked. Please ring the bell.
- After leaving reception please make your way to one of our waiting rooms. A social distancing protocol is active throughout and information banners are present.
- One of our team will invite you into the surgery for your appointment. All surgeries have high pressure plasma air purifiers (existing HEPA filter types can only absorb particles, plasma purifiers directly kill viruses and bacteria through an electric field of up to tens of thousands of volts). After all aerosol treatments all surgeries are fogged with hypochlorous acid and every surface thoroughly disinfected. Single use or vacuum sterilisation as always for all instruments. Because we see low patient numbers to provide the highest quality care, we are able to ensure absolute best practice.

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- PPE... We will look a little different! How different depends on the procedure... but do expect us to look chic in filtering face masks or powered respirators, visors, gowns, caps, shoe covers and of course gloves. Add to this possibly, magnifying loupes and lights and you may not even recognise us. Do not worry we will still be as friendly as always, although possibly a little hot!
- Despite the financial impact of the coronavirus, Enhance Clinic will not be increasing its normal fees this year unless absolutely necessary. However, with aerosol-generating procedures there will be a small additional charge to cover the cost required of PPE, additional equipment and safety measures. (The nationally calculated cost per patient AGP procedure is considerably more than £45 and most private practices and large private dental organisations are charging £45 or more. At Enhance we feel that the practice should also contribute to the cost so our additional charge will be £22.50, and we hope to reduce or remove that charge as soon as possible)
- To maximise comfort and minimize aerosol we will use high volume suction with newly designed suction tips and may also use rubber dam and other isolation techniques. We may also use new suction machines... These will all be demonstrated and explained before use. You will likely have experienced a lot of these before at Enhance as our procedures have always been ahead of the curve with your comfort in mind!

Following your care, the reception team will ensure you have appointments going forward and you will exit when it is safe to do so to avoid cross over with other patients.

Your patience with these changes is very much appreciated and we are all in this together. Our goal is to provide the safest environment to deliver the best health care and for you to enjoy your visits with us.

With best wishes,

Lau and the Enhance team