

2 June 2020

Dear Patients

I am writing to you to update you concerning your Private or Simplyhealth Denplan dental payment plan. We promise our Private and Denplan scheme members that we at The Lawns Dental Practice will support your continued treatment needs during the current Covid19 pandemic crisis. Like many other dental practices, we are closed to face to face consultations and procedures that generate aerosol sprays.

To help our registered patients we provide a remote telephone or video consultation via FaceTime or Zoom and urgent advice service via our practice telephone line [01406363230](tel:01406363230) and [patient portal](#) on the practice website [www.thelawnsdentalpractice.co.uk](http://www.thelawnsdentalpractice.co.uk)

Due to national guidelines to protect public safety by observing Social Distancing we are having to restrict our normal level of services.

All routine face to face treatments have by necessity been deferred although we are very willing and able within the current national guidelines to assist in the event of a dental emergency. Should you need our help please as usual call our practice telephone number [01406363230](tel:01406363230) and [Dr Petros Mapanda](#) will personally make arrangements for you as required.

Our commitment to you is total and we will happily arrange for you to:

- obtain prescriptions from your local Boots Pharmacy if needed. These are unprecedented times and we wish to extend our support to our much-appreciated patients in any constructive way we can.
- as a member of Denplan receive credit to your account for any services you do not receive at an equivalent to 50% of the monthly rate of your subscription with effect from the beginning of April 2020. Your credit can be used for anything: for instance for Tepe brushes, towards some whitening products or even your routine treatments when we resume normal business in three months or at such time as the government recommends.
- receive free advice updates and homecare guides in social media such as;
- Twitter <https://mobile.twitter.com/thelawnsdental>
- Instagram <https://instagram.com/thelawnsdental> and
- Facebook <https://m.facebook.com/thelawnsdental>

We very much appreciate your continued support as we wish to be able to rapidly resume normal services once the Covid19 virus crisis has passed. We believe your Private and Denplan membership provides good value to your dental care. We have an experienced group of highly committed clinicians, nurses and receptionists. Our wish to you is to continue to offer a high standard of dental care and support particularly in this very difficult time.

More information

- [GOV.UK: coronavirus action plan](#)
- [GOV.UK: information on coronavirus and the situation in the UK](#)

Kindest regards

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