

COVID-19 UPDATE

2nd June 2020



To all our dental professionals/ CTS customers,

We firstly want to let you know that we are still open and here for you whatever your needs may be, although sadly most of our team are still currently on furlough. We are missing each other and our delightful customers so much. Through the years we and our staff have made many good friends at CTS and love our regular catch ups and the support we all give each other. Most importantly though, we sincerely hope that you , your families, friends and colleagues are well and healthy at this time and truly hope that , when it is safe to do so , we will all be back once more for each other to continue both our personal and professional relationships/friendships.

We understand this has been a particular difficult time for you not being able to care for your patients the way you are used to. However, There is some good news on the horizon for English practices who have been given the go ahead to start back on 8th June . On talking with many of you over the last few days, there are many mixed responses on this with concerns over items such as PPE material costs and availability. We are doing our best here to keep supply going of a range of infection control products such as masks, gloves, aprons, visors, wipes, antibacterial gels, rubber dam and peroxyl mouthrinse to name a few. We also wish to assure you that we are doing our best to keep margins to a minimum , having being shocked at some of the increases we have experienced . We realise how important oral hygiene is going to be going forward as no doubt much has lapsed in the last few months . If it is difficult for any reason to supply products such as Tepe direct to your patients at this time, we are happy to send to them on your behalf still supporting and rewarding you for the referral. Please be assured this is a temporary service to support you and your patients at this time. Any other ways we can help, please just ask. We are in this together and any ideas or concerns you may have, please call us
In the meantime, we would like to assure you that we are doing our best to keep on providing you with the best service possible under these unusual circumstances whilst taking into account the government guidelines during this period.

We have implemented the following measures to ensure that we are on call for you whenever you need us and deliveries reach you without compromising on the safety of our staff, you and the community as a whole.

- 1) We have a limited team in the office who are available from 9.00-5.00pm on 01737 765400 . If lines are busy please leave a message and we will get straight back to you. As you are probably aware all our reps are on furlough at the moment and when we speak to them, they just can't wait to see you back up treating patients and welcoming them back into the practice when restrictions allow and it is safe to do so.
- 2) Our online ordering is available on www.cts-dental.com for those who have a CTS account. However, If you have forgotten your online login, please email webinfo@cts-dental.com with your full practice details and we will be in contact shortly.
- 3) Our warehouse manager is working tirelessly in order to get the orders out to you as soon as possible. We have been in contact with our delivery partners to ensure the orders are delivered to you with minimal to no-contact.

We just want you to know that we are here to help in any way we can and are currently looking at services and plans to help you in the recovery of your practices. Most of all, stay safe and healthy and we look forward to speaking to you all again soon.

Yvonne, Jon and the whole CTS team

