

Please read the document prior to attending for your appointment

The safety of our staff and patients is paramount and new measures have been implemented upon our re-opening the practice to face-to-face care, in line with recommendations from NHS England, The Department of Health, representative bodies and other guidance which has been issued.

It is not known whether these procedures will be temporary, or whether they will become an integral feature of the way dental practices will be run in the future. We will continue to constantly monitor and implement policies and procedures, and adapt our working as further guidance is issued and updated in the coming months.

Please be reassured that dental practices are very safe environments, which have always been focused on infection control, however you will notice modifications implemented as a response to ensuring optimisation of patient safety.

Please assist us by following the below procedures which will affect your journey as patient through our service.

Prior to your appointment

- The practice is operating a 'closed door' policy. This means patients will be required to ring to book appointments or seek advice.
- Telephone triage will remain an integral part of our practice, and we may still be required to refer to Urgent Dental Centres (UDCs) in certain cases.
- We will assess your coronavirus infection risk prior to your attendance. We will be unable to see patients who have COVID-19 or are self-isolating due to being in contact with someone with COVID-19. We will however, be able to telephone triage and refer to the appropriate services if urgent treatment is necessary.
- We recommend patients in high-risk groups from developing complications associated with coronavirus delay non-essential/routine treatment for as long as possible, until the trend of the pandemic becomes clearer
- When travelling to the practice we recommend you limit close contact with other members of the public as far as possible
- We will ask patients to wait outside prior to their appointment time, and will contact patients to inform you when it is possible for you to enter the building and complete the required pre-appointment paperwork. Please ensure you have your mobile telephone with you and that you update your records should this number change so we can contact you.
- For those unable to wait outside e.g. in the car, we will be able to allow a limited number of patients to attend in the waiting room, and will provide priority to those with greatest need e.g. elderly or physically impaired.
- Please attend wearing a facial covering such as a mask (unless a valid exemption is provided).

- For parents attending with a child, we request that only one parent attends, and do not bring additional family members or siblings unless they are happy to wait in the car or outside the building.
- We ask that children are NOT accompanied to the surgery by grandparents, where possible, especially if they are over 60 and/or vulnerable.
- For patients who require a Carer to attend their appointment, where possible ensure only one carer attends if this will meet the patient's needs.
- Anyone attending the practice with the patient (e.g. parent, guardian, carer), will be required to complete a coronavirus infection risk assessment prior to attendance. We will also need details of their name, date of birth, and telephone number, should contact be required with you in the future as part of Track and Trace.

Attending the Practice

- Upon entering the building, you will be required to either alcohol gel your hands prior to attending reception or wash your hands in the toilet facilities if this is not possible.
- We will take your temperature using an infra red non touch forehead scanner. If you have a temperature of >37.8 degrees you will be asked to re-book
- Our appointment times will be staggered and social distancing markings placed on the floor.
- We have allocated slots for patients who are shielding or at higher risk and are required to be seen
- You will notice our staff will be wearing PPE and we also have barrier screens on reception.
- We will endeavour to contact you prior to your appointment to complete any paperwork required over the telephone to minimise your need to attend reception. We request where possible payment is made over the telephone.
- If it is not possible to complete the required paperwork before you attend, please attend reception upon attendance so this can be completed.
- The Clinipads, pens and the card machine will be cleaned after each patient use, along with frequent cleaning of the waiting room and communal areas.
- Please inform our receptionist if you use the toilet facilities when you attend and these will be cleaned after each use. If possible, please use the toilet at home prior to attending the surgery. The hand dryers will not be in use, so please use the paper towel provided.

During you Appointment:

- We are requesting patients only take essentials such as mobile phone and purse/wallet when attending the surgery environment. We will provide storage for your items inside the surgery if required.
- All dental staff will be wearing PPE in line with current guidance. This may cause limitations in social interaction, but rest assured we are the same friendly team beneath it all

- Some dental procedures create aerosols e.g. use of the scaler, high speed drills. Aerosol is a theoretical source of infection, and during such procedures will be wearing enhanced PPE and implementing the following to reduce the impact
 - Use of high volume suction – which reduces aerosol production by >90%
 - Use of FFP2 or FFP3 respirator masks which filter 94-99% of airborne particles in both directions
 - Adequate ventilation
- We will have time between patients to allow extra time for additional decontamination procedures and preparation prior to our next patient

Leaving the Surgery

- After your appointment, our nurse will escort you safely out of the premise.
- Please alcohol gel your hands as you leave
- Our receptionist will contact you should any further paperwork or further appointments be required.
- Should you develop any symptoms of coronavirus within 14 days of your appointment, or test positive, you must inform the surgery so that appropriate steps can be taken to ensure the safety of our patients and staff.

Thank you for your cooperation with our procedures to ensure the safety of patients, staff and clinicians.