

Grange Road West Dental Practice

What We Are Doing to Keep You and Our Team Safe.

We are pleased to have the opportunity to welcome our patients back and hope that you and your family are well. The practice will resume face to face treatment in a phased manner from Monday 8th June 2020. To ensure social distancing we will not be able to operate at full capacity initially and so we will be prioritising patients who have had pain or problems during the closure followed by those who are in the process of treatment.

Guidelines stipulate that we can begin to resume treatment, but we need to let you know that it will be some time before we are able to offer anything like our previous service. It is not known at this time whether these changes are temporary or whether they will become a permanent feature of the way dental practices must be run to ensure patient and staff safety. Our policies and recommendations are likely to change in line with scientific evidence over time. We would like to thank all our patients for their patience during the period of restrictions and for their understanding, cooperation and patience whilst we implement new measures at the practice.

Please be reassured that dental practices are very safe environments, both before the pandemic and at present and we greatly appreciate your assistance with any new or modified procedures.

Our practice has always ensured strict hygiene measures however considering Covid-19 pandemic we have instituted additional precautions to ensure your safety as follows

- Removal of toys/magazines in waiting areas as these are difficult to clean.
- Perspex screens at reception
- Our front door will remain shut and all enquiries should be made via telephone rather than face to face. Please do not attend the practice unless you have an appointment.
- All clinical and common areas including door handles and surfaces will be regularly disinfected in addition to our normal surface cleaning protocols between patients.
- The clinic will be providing a buffer period between patients to allow extra time for additional decontamination procedures, allow for any treatment overruns and allow preparation time for the next patient so that they do not need to wait in the reception area.
- Future appointments will be made by telephone to avoid time spent at reception.
- We may not be able to offer you as many options for appointment times due to reduced capacity, but we will do our best to accommodate your preferences.
- All dental staff will be using personal protective equipment (PPE) in line with current recommendations and evidence. We apologise in advance for the reduction in social interaction, such as shaking hand, that this will cause. Whilst our masks and visors may make us appear impersonal and distant, please be reassured we are still the same friendly team underneath it all!
- Some dental treatments are aerosol-generating procedures (AGP's) such as use of our 'drills' and scalers. Extra PPE is required for these procedures and there is currently a worldwide

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shortage of these items. We therefore may not be able to offer all treatment options that you are used to, and you may need to be referred to special 'hubs' for some procedures.

Measures to reduce the risk of covid-19 transmission

Our normal cross-infection control protocols against all previously known pathogens are already woven into all clinical activity carried out at the practice. It should be stressed that a dental practice is already a very clean environment compared to public areas and there is no evidence of COVID-19 transmission occurring in increased rates in dental staff or dental patients at present.

We feel that the measures outlined in this policy will reduce risk to the minimum level at the practice. Please be assured that all our clinical and non-clinical staff will be complying with our procedures to reduce the risk of cross infection.

Before attending the practice

You will receive a telephone call prior to your appointment to cover the following

- Covid 19 screening questions. If we feel that you are at risk of having possibly been infected, even if you are asymptomatic, we will respectfully request that you delay any appointments with us for at least one month.
- Medical histories will be updated over the telephone but we may ask the questions again in surgery so please ensure you are aware of all medications you take.
- Forms that you may usually need to sign in the practice will temporarily be completed on your behalf.
- Where appropriate payment will be taken over the phone in advance of appointments or exemptions from charges recorded. If you cannot pay over the telephone contactless payment will be accepted.
- We recommend that patients in the high-risk groups for developing complications from coronavirus delay non-essential dental treatment for as long as possible until the trend of the pandemic becomes clear.
- When travelling to the practice, we would recommend that you limit close contact with other members of the public as far as possible.
- We advise that patients wear their own mask or face covering when attending.
- Patients should attend alone for their appointment unless they require a carer. Child patients can be accompanied by one parent. Please do not bring any friends/family members as they won't be admitted to the building.
- Please note that use of our toilet facilities will be limited.

Arriving at the practice

- We will ask all patients to arrive on time and wait outside until your appointment time when you should ring the bell at the front door to alert staff that you have arrived. The front door will remain locked.

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- A dental nurse wearing PPE will meet you at the door and may measure your temperature before admission to the practice using a no touch thermometer. If your temperature is above 37.8°C, you will be unable to enter the practice and will be asked to return home and self-isolate in line with the government guidelines.
- We want to eliminate waiting inside the practice and at reception. Hence, appointments will be staggered so that patients do not arrive or leave at the same time as other patients as far as we are able to manage.
- You will be asked to place personal belongings including any coats etc into a clear lidded box which we will take into surgery for you.
- On entering the practice, you will be asked to use alcohol gel on your hands.
- You will be escorted straight to the surgery as there will be no use of waiting rooms.
- We may ask you to use an oral rinse prior to treatment.
- If you develop Covid-19 symptoms within 14 days of your appointment with us we will require that you inform us as soon as possible.
- On completion of treatment you will be escorted to the front door where you will be asked to use alcohol gel and we can return your belongings.
- You can telephone us when you arrive home to arrange your next appointment.

If you have any queries, please do not hesitate to call us on 0191 4300207. We very much look forward to seeing you again soon and thank you again for your patience.