

Dear Patients,

We are a COVID-19 Secure Health Setting and adhere to strict COVID-19 safe measures.

Despite easing of restrictions in the community, healthcare settings still have strict measures in place to protect against transmission of COVID-19.

Please be patient with our staff, we are very grateful for your co-operation with the remaining measures we have in place.

Following an in depth risk assessment and guidance from our regulatory bodies we have implemented a series of additional safety measures:

1. Installation of a network of air purification systems, one in each treatment room, reception and the hallway (hospital grade HEPA filtration which removes airborne COVID-19, pollution and allergens).
2. Limiting the number of patients in the building at one time.
3. COVID-19 symptom health screening for patients, staff members and visitors before entry to the Practice.
4. Hand gel on arrival and at various points around the Practice.
5. Mask provided on arrival or you are welcome to wear your own.
6. Medical history and contact details filled in via secure link online, prior to your appointment (alternative method available for those who do not use email or internet).
7. Perspex screen at our Reception desk.
8. All the team wear masks at all times.
9. Treatment rooms are disinfected to the highest standard between patients.
10. Patient bathroom regularly fully disinfected.
11. Communal areas and all touch points, such as door handles, are regularly disinfected.

FAQs

What will happen when I arrive at the Practice?

When you arrive outside (either by car or on foot), please telephone Reception on 01892 617467 to let us know you are here. When the Dentist or Hygienist is ready to see you we will call you to come to the door. In inclement weather if you do not have a car you can wait inside the Practice. Your Nurse will greet you, ask you to use hand gel and provide you with a mask if you do not have your own. The nurse will ask some questions related to symptoms of COVID-19.

Where can I park?

You may park on our driveway if there is space. It is also possible to park on the private road immediately outside the Practice for two hours, but this is monitored by cameras, so you need to

come straight to the practice and go straight back to your car after your visit. Alternatively there are a number of car parks close by. The closest is Great Hall Car Park (TN1 1QQ).

Do I need to wear a mask?

Yes please, all of our team members will be wearing one too. Mask wearing is requested in healthcare settings unless medically exempt.

How long will these measures be in place for?

We follow strict guidance from our regulators. Some of our measures will be downgraded when England's COVID-19 alert level is reduced to level 2. Like with most things during the pandemic, it is very difficult to foresee when this might happen.

Why might I be asked to move my appointment by 15-30 mins?

We may need to jiggle some appointments in order to accommodate or remove fallow time between patients to meet the requirements set out by our regulators.

Why do you need me to fill in a medical history before I come?

In order to reduce touch points at the Practice, we are asking patients to fill in forms online, instead of at the Reception desk.

Every 12 months we are required to have patients update their medical history and sign it rather than the verbal update in the surgery with the dentist. We also need to show that we are aware of the health of each patient who comes to the practice during the pandemic and that patients have signed their medical forms.

The medical history form that we ask you to complete enables us to obtain information necessary to provide safe and individualised care. It is for your own safety that a thorough medical history is taken and is updated regularly. A medical history helps to identify conditions relevant to your dental health or which could have an impact on how treatment is carried out. Patients often do not realise that a straight forward dental treatment can have serious medical implications if they have not informed us of specific medical conditions. Also, information about certain medical conditions could be vital if a medical emergency occurs in the Practice.

Why can't my husband/wife/family member attend my appointment with me?

As we are limiting the amount of people who enter the building we are asking you to attend your appointment alone unless you have a carer or need support.

What our patients visiting us during the pandemic have said

“I can thoroughly recommend this Practice. My care from all staff has been exemplary. The cleanliness of the premises is impressive as are the procedures in place to protect everyone from the COVID-19 virus.” B.M – July 2020

“I felt very safe and well looked after by both the specialists who saw me and the other staff involved in my care. It was the best dental appointment I have ever had” G.W - July 2020

“I felt very safe, the whole process was very well planned. Even down to a cotton bud to press the buttons on the PDQ! Well done everyone there, see you in November.” A.N – July 2020

“Excellent care before you get into the dentist, hand gel. Dentist in full PPE. I felt very safe and relaxed to have my treatment. ” K.H - August 2020