

PRACTICE UPDATE - JULY 2020

As explained in our previous letter we have been following a phased approach to reopening our practices to patients. Since June 22nd we have started to see patients with urgent problems requiring Non Aerosol Generating Procedures (Non AGP). This means we have been limited to treatments that do not use any high speed instruments such as drills, and therefore have only been able to see patients requiring treatments such as simple extractions or minor denture adjustments.

We are delighted to announce that we are now able to start progressing to Phase 2 - seeing patients with problems requiring Aerosol Generating Procedures (AGP's) such as lost fillings, broken teeth, root canals etc. These treatments involve significantly more PPE, and new infection control guidelines. For example after each appointment the surgery needs to be left empty for an hour before being deep cleaned ready to use again. This does therefore mean that we will not be able to see as many patients in a day as usual, so please do continue to bear with us during these challenging times.

The team are continuing to work through the log of patients who have contacted us regarding dental issues over the last few months and we will shortly start contacting patients requiring AGP appointments. We will be prioritising those patients who require urgent treatment first. We also have a dentist available each day to speak to patients requiring advice over the phone so please continue to call us if you have any issues.

At present routine exams and hygiene appointments are being rescheduled and we look forward to resuming these in Phase 3. We really regret the disruption to your routine dental care and hope you understand that this is out of our control.



What to expect at your appointment: We will look a bit different!

All dental staff will be using personal protective equipment in line with current recommendations. We know we may look a bit impersonal but rest assured we are the same friendly team smiling underneath!

We would like to thank the Warwickshire Sewing Bees for donating a fantastic selection of scrub caps for our dentists and nurses to wear during aerosol generating procedures.

Keeping you safe

We would like you to rest assured that we are doing everything possible to keep you safe whilst at the practice:

- We take the temperature of everyone before allowing access into the building. This includes staff and patients.
- We have added hand sanitiser dispensers at all entrances and exits and ensure it is used effectively.
- Our waiting areas and lavatories are currently not in use. Patients are requested to wait in their cars or outside prior to their appointment.
- Magazines, patient information leaflets, the lego table etc. have been removed for the time being.
- Our staff are adhering to social distancing rules around the building.
- PPE - social distancing is not possible when it comes to providing dental treatment, hence the additional PPE. Patients will also be given a mask to wear when walking around the building.
- Our cleaning procedures have been updated to follow the new protocols for dental practices during Covid-19.
- In addition to our normal cleaning protocols, door handles, hand rails etc. in the communal areas are regularly being disinfected.

Your Patient Journey

Prior to your next appointment at the practice please familiarise yourself with the patient journey as explained below.

Before Your Appointment

One of our dentists will contact you to assess your problem and devise a treatment plan.



Where possible, we will ask you to complete and return any necessary forms online.



We will ask you to pay for your appointment in advance over the phone. If any additional payments or refunds are required our reception team will contact you once you are home from your appointment.



Before You Leave Home

Our toilet facilities will be out of use so please ensure you have used the toilet and brushed your teeth prior to attending the practice.



Please attend the appointment alone unless you require assistance or are coming with a child or vulnerable person. In which case one other person may attend.

Please bring as little as possible with you as items such as coats, umbrellas and handbags will need to be kept in a box in the reception area during your appointment.



ARRIVING AT THE PRACTICE

Arriving by Car

Please park your car and give us a call to let us know you are here.



We will call you back when we are ready for you to walk up to the door.



Please leave all belongings other than your car keys in your car.



ARRIVING AT THE PRACTICE

Arriving by Foot

Please do not arrive early. We are aiming to minimise patient contact by staggering arrival times. Please bring as little as possible with you.



Stratford Practice – please walk round to the rear door accessed via the car park. There will be social distance markings on the ground to show you where to stand.

Wellesbourne Practice – please wait outside the front door. There will be markings on the ground to show you where to stand.

Please give us a call to let us know you are here.



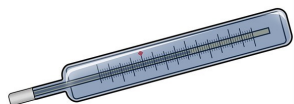
The entrance door will be locked.

Once we are ready for you one of the team will open the door.



They will take your temperature using a no touch thermometer. If your temperature is higher than 37.8 we will be unable to allow you entry and will need to rearrange your appointment.

We will also be taking the temperature of our team members each day.



ENTERING THE PRACTICE

On entering the practice, you will be asked to use hand sanitiser.



You will be given a clear plastic bag containing a mask. Please put this on and keep the plastic bag with you.



We will ask you to place coats, umbrellas and handbags in a plastic box.



In the Surgery

You will be taken straight to one of the dental surgeries where you will be greeted by the dentist and nurse. To provide you with the dental care you need they will be unable to observe the 2 metre social distancing recommendations so will be wearing extra PPE.



You will be asked to sit down and remove your mask placing it in the plastic bag on your lap until the end of the treatment.



Depending on your treatment you may be asked to swill with a hydrogen peroxide mouthwash for 1 minute.



After Your Treatment

Once your treatment is complete you will be asked to put your mask back on.



You will be taken to the exit where you can collect any belongings. You will be asked to dispose of your mask and clear plastic bag in the bin provided.



Please use hand sanitiser before leaving the practice



Screening Questions

When we call you to make your appointment we have a list of Coronavirus screening questions that we are required to ask. You will also receive a call the day before your appointment to check that all paperwork has been completed, payment made and again we will ask you these screening questions. Once you arrive at the practice and call to let us know you are here, our receptionist will once more check that you do not have any of the Covid-19 symptoms. We know it seems like we are asking you these questions a lot, but it is a necessary procedure we need to follow to keep everyone safe. Covid-19 symptom's can come on very suddenly. We ask that you please be patient and understanding with our reception team whilst they go through these questions with you.