

Keeping Our Patients and Staff Safe – A Quick Guide

To keep all our patients and staff safe during the pandemic, we are doing some things differently. Some of these you will notice when you visit the practice, others are “behind the scenes” changes to our working procedures.

Before your appointment

We will be doing more over the phone or by email. This will include checking your medical history in advance, rather than form-filling in the practice. We will also send documents to you by email.

Within 24 hours of your appointment, we will call you to confirm that neither you or a member of your household has COVID-19 symptoms, and that you are not self-isolating. If you (or someone you live with) does have any symptoms before the appointment, please DO NOT come to the practice. Call us as soon as possible to re-arrange your appointment.

The same applies to our staff. They will not be at work if they or someone they live with has any COVID-19 symptoms, or they are self-isolating.

Arriving at the practice

To maintain social distancing we will minimise the number of people in the practice. We ask you to come alone, not to bring any shopping or large items, and not to arrive early. We may have to ask you to wait outside or in your car if we are not quite ready for you. If we are running late we will try to let you know via your mobile.

When you arrive, you will find the door locked. Please use the new door phone to speak to the receptionist. You will be able to enter as soon as we have a place for you in the waiting room, or you may be asked to go directly to the surgery.

When you enter, please use hand sanitiser from the contactless dispenser in the entrance hall. We would ask you to touch as little as possible, and please use a tissue if you cough or sneeze (placing it in one of the bins provided). If you need to use the toilet, please inform the receptionist first.

Our receptionist will now sit behind a screen, but this means you will still see a friendly smile and can ask any questions you may have.

You will find our waiting room rather bare! There are just a few chairs, at least 2 metres apart. The usual magazines and toys have gone. You are welcome to use your mobile phone with our WiFi.

In the surgery

Like all dental practices, we have always carried out strict infection control procedures. These have been reinforced and are more frequent, including in areas outside the surgeries.

Of course, it is not possible to perform dental treatment from 2 metres distance! So we are taking additional measures to minimise the risks to patients and staff, especially during treatments which produce aerosols (where drills and high-pressure sprays are used).

We have invested in new equipment to remove aerosols. The VacStation sucks in most of the aerosols as they are produced, while our air purifiers filter the air. Both use HEPA filters and UV-C light. Time is being allowed between appointments to ventilate the room, before a thorough disinfection takes place ready for the next patient.

You will also see our dentists, hygienists and nurses wearing more protective equipment, including face masks, shields and surgical gowns.

After your appointment

Once your treatment is complete, you may be asked to wait in the surgery until the receptionist is ready for you. Once at the reception desk, please settle your account by card if possible.

We are fully confident these steps will keep all our patients and staff as safe as possible. Visiting the dentist may be a little different than in the past, but you can be assured of the same care and high quality dentistry as before!