

WELCOME BACK TO THE DENTAL HOUSE



THE RESTART

DR STUART GARTON

Following the Government announcement on May 28th 2020, I am delighted to confirm that The Dental House Practice will be re-opening from Monday 8th June 2020.

Over the past few weeks during the lockdown period, I have been overwhelmed with the number of lovely messages of support we have received from our patients. I thank all of you for your kindness and patience during what have been extremely challenging times for us all.

Over recent weeks, Government guidelines have only permitted us to offer telephone-based triage dental advice and guidance to our patients. From the 8th June 2020, we will offer a reduced service initially, seeing patients requiring urgent dental care.

We want to reassure all of our patients that we have been working extremely hard behind the scenes over recent weeks to make the Practice an extremely safe and secure place for when you next return to visit us for your appointment.



This document outlines in summary form what modifications to our normal procedures that we intend to employ once the practice reopens.

Our policies and procedures will continue to evolve and be informed by the very latest Clinical intelligence and guidance regarding Covid-19. What will remain at the heart of our policy and procedures is the safety of our patients and staff. Please be assured that this is of absolute paramount importance, and this will remain central to our approach as we move forward.

We look forward to seeing you again soon!



TIMETABLE FOR RETURN

We will offer a reduced service initially, seeing patients requiring urgent dental care. These include patients with emergency problems or other dental issues that require urgent assessment and treatment.

This will then progress to:

- Patients with treatment that was not completed prior to lockdown
- Patients who were due for routine examinations and hygiene visits during the period of closure
- Patients who are due orthodontic reviews.

So, for now, please do not attend the Practice unless you have an appointment.

We will be contacting everyone at the appropriate time to re-book routine appointments, so we really appreciate you bearing with us and appreciate your patience in this regard.

KEEPING YOU SAFE

The Dental House has always delivered dentistry with the very highest possible standards of cross-infection control absolutely central to its approach. The following measures, informed by the very latest expert advice regarding Covid-19, will ensure that the Practice remains an extremely safe environment for our patients and our staff. Collectively, the measures will reduce the risk of infection to its absolute minimum level.

Conducting pre-screening medical checks of all patients upon entry into the Practice building, which will include taking your temperature upon arrival;

Putting in place structured social distancing measures for managing the 'flow' of patients – upon arrival at the Practice, during your appointment, and upon departure from the building;

Installing perspex screens at Reception desk to help minimize the risk of spreading infectious disease;



Appointments will be scheduled to allow sufficient gaps between each one, ensuring the Practice and waiting room areas do not become overcrowded at any point;

Providing our staff with Personal Protective Equipment (PPE) based on government guidelines;

Thorough cleansing and disinfection of surgery equipment in-between appointments, together with provision of hand sanitisers at Reception and key location points around the Practice building;

Creating designated appointment times for our most vulnerable patients to help minimize interaction with others whilst attending the Practice.

Encouraging contactless payments to be made.



WHAT TO EXPECT WHEN YOU ATTEND?

Before your appointment date

Before the date of your appointment, we will contact you to ask you some simple questions about your current health and well-being. If we feel that you are at risk of having possibly been infected, even if you are asymptomatic, we will respectfully ask that you delay booking any appointment with us for at least a month in order to protect our team and other patients.

We recommend that patients in high-risk groups for developing complications from COVID-19 delay any non-essential dental treatment for as long as possible. But if you are in a high-risk group and do require urgent treatment we will schedule your appointment at the beginning of the day.

When travelling to the practice, we would recommend that you continue to follow social distancing guidelines and avoid close contact with other members of the public as much as possible..

We ask that you attend the Practice on your own where possible and that children attend with just one adult only, without additional family members.

We also ask you to please avoid (where possible) bringing bags, hats, and coats, and luggage items with you to your appointment. If you need to, these items will be placed into boxes upon arrival at the Practice.

If there is a charge to be made for your treatment, we will ask you to pay over the phone, rather than pay with cash at reception on the day where possible.

WHEN YOU ARRIVE



For your appointment, you may need to wait in a queue outside. If so, please observe social distancing measures at all times. If you have travelled by car, you may wish to sit in your car and wait until your appointment time – please ring the Practice to let staff know that you are outside the building.

The front doors of the Practice will remain locked, with a staff member standing just inside waiting to welcome you when your appointment is due.

We will be using the three yellow door entrances at Number 10, Number 8, and Number 6 at the Practice, in order to help avoid patients arriving and departing at the same time. Patients will enter the building via Number 10 and Number 6. Exiting the building will only be by Number 8.

We will then need to take your temperature using contactless infra-red no-touch thermometer. If your temperature is above 37.8°C, we will require you to delay your appointment and you will be asked to return home and self-isolate, in line with current government guidelines.

You will also be asked the following questions:

Do you have an appointment today?

Do you have Coronavirus symptoms (a new, continuous cough; a fever; the loss of smell and taste);

Have you have been told to self-isolate via the NHS 'Track & Trace' team.

Again, if you have symptoms on the day, and/or have been told to self-isolate, we will require you to delay your appointment.

There will be less need to wait inside the Practice. To avoid the risk of overcrowding inside the Practice – one of the staff will accompany you and take you straight through to see your Dentist in surgery.



IN WITH THE DENTIST

When you arrive in surgery, your Dentist will be wearing Personal Protective Equipment (PPE), which is in line with government guidelines. Please don't be put off by what your dentist is wearing – it is to ensure we keep you safe at all times, and the risk of infection to the lowest possible levels. Despite the PPE, your dentist will still greet you with a warm smile!

We respectfully request that you use our provided hand sanitiser before and after treatment:

Rubber dam or other barrier mechanisms will be used for more procedures than was the case in previous appointments.

We encourage you to use your own toilet facilities at home before you attend the practice. If you need to use the practice toilets we respectfully ask that you leave them clean and tidy for the next patient to use. Please wash your hands thoroughly after use, in line with government guidelines. Our policy is that we will regularly check and disinfect the toilet facilities across each day.

When you depart If you need to make payment on the day, we will strongly encourage you to make the transaction via contactless methods, rather than via cash. If you need to pay by cash, you will be asked to put the money on the Reception counter. We will provide you with any change required, and then both staff member and patient can use the hand sanitiser provided, after the transaction has been completed.

All future appointments will be made and confirmed by email or telephone to limit your time spent at Reception. You will leave the practice through a separate exit door.



KEEPING IN TOUCH

If you feel you need to contact the Practice,
please telephone 0151 228 3643, or email

tc@dentalhouseliverpool.co.uk.

You can keep in touch with us via our social
media sites and via our website

www.dentalhouseliverpool.co.uk

**THANK YOU –
FROM ALL THE STAFF AT THE DENTAL
HOUSE PRACTICE**