

## **About your appointment**

Our priority at the Blockley Partnership is the safety of our patients and staff whilst providing the highest standard of dentistry. Therefore, when you come for your appointment, in order to be able to respect social distancing within the practice and adhere to the government guidelines for dentistry things will be a little different.

**To adhere with social distancing measures, we are required to limit the number of patients in the practice at one time, therefore if the waiting areas are full you will be asked to wait outside or in your vehicle. Our reception team will advise you on arrival.**

### **On Arrival**

1. You must attend your appointment alone. The exception will be if you require a carer in attendance. For a child's appointment only the child to be seen and one parent will be allowed to enter the building. Please do NOT bring any other siblings with you. We are operating a one way system for entering and leaving the building. Please ENTER the building via the double blue doors on the far left.
2. Please could we ask you to wear a face covering of some description, either your own face mask or even a simple scarf would be sufficient. We will ask you to wear this while you are in the building.
3. Please bring the minimum amount of personal effects with you. In order to prevent contamination of your personal effects these will be stored in a plastic bag in the surgery. Multiple items or large bags will not be allowed into the surgery and would need to be left in the waiting room at your own risk.

When you arrive, you will be greeted by a member of staff who will take your temperature and ask some simple health questions related specifically to the corona virus.

Unfortunately, we will not be able to see you if you:

- Have a raised temperature unrelated to a dental infection.
- Have any of the symptoms of Covid-19: new persistent cough, shortness of breath, loss of taste or smell.
- Have been in recent contact with anyone with Covid-19.
- Have travelled abroad within two weeks of your dental appointment to a country on UK Government's quarantine list.

You will then be invited to either wait in the waiting room (the chairs have been spaced 2m apart to facilitate social distancing) or outside in the car park/in your own car.

We please ask you to:

- Disinfect your hands on entry into the building.
- Alcohol gel will be provided.
- Continue to wear your face covering whilst in the practice building.
- Minimise hand contact with anything in the building.
- Minimise use of the toilet facilities - these are high risk areas. **NO TOOTH BRUSHING** on premises- this creates a potentially infective aerosol. Ideally the practice toilets should not be used

### **In Surgery**

The dentist/nurse will call you when they are ready to see you. They will, as a minimum, be wearing a face mask when they call you into the surgery. A face shield and disposable plastic gown may also be worn.

Additional time has been allowed between each patient appointment to facilitate complete decontamination of the surgery prior to your entry - please be understanding if there is a delay in getting you in.

On entering the surgery, you will be asked to:

1. Place any small personal items into a plastic bag (if these cannot fit into your pocket).
2. Once again asked to use an alcohol disinfecting hand gel.
3. Following a discussion with the dentist as to what is planned for your appointment you will be asked to remove your mask and rinse with antiseptic mouth wash. Depending on the procedure/investigation planned for your appointment the dentist and nurse may need to wear enhanced PPE (Personal Protective Equipment) gowns, sealing face mask, face shield, head covering and gloves.

Following completion of your treatment/investigation:

1. You will be sat up.
2. Asked to rinse if you would like to.
3. Asked to replace your own personal face covering.
4. Discussion of the treatment/investigations that has been carried out for you.
5. A follow up appointment, if required, will be booked by the dentist/nurse in-surgery if time permits.
6. Collection of personal items from bag and exit the surgery.

### **At reception**

On arriving at reception any transactions requested by the dentist can be completed including the purchase of stock items and payment of fees.

NO CASH can be accepted at reception and all payments must be made with a credit/debit card, cheque or a BACS/online bank payment. (BACS details given upon request).

The card terminals in use at reception will be disinfected after every patient. Alcohol disinfecting hand gel will be available for use.

In order to minimise time spent at reception and in the building, should a follow-up appointment be required (and not have been booked in-surgery) this will be booked over the phone at a later date. Prior to exiting the building, you will be asked one final time to use the alcohol disinfecting hand gel.

### **In summary**

To minimise the risk of infection

- NO patients known to be infected with COVID-19 will be seen at the practice.
- All members of staff and patients are asked to wear a face covering whilst in the building.

- Social distancing measures have been put in place and will be adhered to throughout the building.
- Practice staff will regularly go round the building to disinfect door handles, arm chair grips and staircase banisters.
- All magazines have been removed from waiting rooms to minimise contact between patients.
- The practice toilet should only be used for an emergency.
- Surgeries have Radic8 air purifiers running all day to clean the air of any airborne virus.
- Fogging of surgeries with hypochlorous acid following Aerosol Generating dental procedures.

### **Fees**

The cost of treatment remains unchanged and is based on our hourly rate of £244.00. We will NOT be charging for the cost of the enhanced safety equipment that we now need to keep everyone safe. However, there will be an increase in most of the appointment times needed which will be reflected in the cost of your treatment.

