



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.
2. Please use the main entrance to enter the building. Please queue to enter the reception area and keep socially distant with both reception and other patients in the practice.
3. 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.
4. 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 reception will ask you some simple health questions related specifically to the corona virus.

Unfortunately we will not be able to see you if you have any of the symptoms of Covid-19: new persistent cough, shortness of breath, loss of taste or smell, symptoms of a common cold or upper respiratory tract infection unless you can provide evidence of a negative covid test within the last 24 hours.

You will then be invited to either wait in the waiting room (the chairs have been spaced 2m apart to facilitate social distancing).

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:

5. Place any small personnel items into a plastic bag (if these cannot fit into your pocket).
6. Once again asked to use an alcohol disinfecting hand gel.
7. Following a discussion with the dentist as to what is planned for your appointment you will be asked to remove your mask

Depending on the procedure/investigation planned for your appointment the dentist and nurse may need to wear enhanced PPE (Personnel Protective Equipment) gowns, sealing face mask, face shield, head covering and gloves.

Following completion of your treatment/investigation:

8. You will be sat up.
9. Asked to rinse if you would like to.
10. Asked to replace your own personnel face covering.
11. Discussion of the treatment/investigations that has been carried out for you.
12. A follow up appointment, if required, will be booked by the dentist/nurse in-surgery if time permits.
13. Collection of personnel 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.

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.

Fees

The cost of treatment remains unchanged and is based on our hourly rate of £252.00.

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.

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5. Place any small personnel items into a plastic bag (if these cannot fit into your pocket).
6. Once again asked to use an alcohol disinfecting hand gel.
7. 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 (Personnel Protective Equipment) gowns, sealing face mask, face shield, head covering and gloves.

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