

Hello All,

I and the whole team at **The Radbrook Dental Practice** are hoping that you are all staying safe, healthy and sane during these weird times. We are working hard on our “back to work” strategy to assure you of a prompt, risk-free dental treatment after lockdown, and would like to explain our Post Covid19 policies and procedures.

We are hoping to reopen the practice on the **8th June**, but this will initially be for more straightforward treatments such as check-ups, temporary fillings, x-rays, dentures etc. We will not be able to perform procedures that involve the production of aerosols as, at present, we are unable to source the appropriate Personal Protective Equipment (PPE). As time goes by and the PPE is made available then we will be able to progress to a more “normal” dental service.

Our dental hygienists, Sue Lyndsey and Claire, will be returning to work on Monday 15th June. This also will be for non-aerosol producing procedures, so there will be no ultrasonic cleaning, but just with hand instruments only.

There will be necessary changes at the Practice that will impact upon you, the staff and your dental experience. When we start being able to do more advanced treatment we will, unfortunately, need to add a cost to cover the expense of the PPE when this is used. This cost will not be for profit, but will purely cover the additional outlay.

Below are some of the measures and protocols we have put in place, followed by a more detailed explanation of what you can expect.

- Communicate medical health (including degree of vulnerability, shielding etc.), Covid19 status and medical history beforehand on the telephone
- Communicate dental problems and symptoms beforehand on the telephone so as to assure the appropriate treatment planning and appointment time allocation
- Reduce contact with other people during your visit
- Reduce contamination by aerosol and contact with surfaces
- Simplify payment options to avoid unnecessary congestion at reception
- Improve air quality in our surgeries
- Optimise appointment times to try to complete treatments in a single session
- Dedicate certain surgery times to the vulnerable/shielding patients

Before Entering the Practice

As we prepare to reopen, and as we start to remake appointments, we will contact you to complete a **pre-attendance assessment**, which includes your medical history, health and Covid19 status, personal details/contact details check, and dental problem assessment. We will be using mobile and landline phones a lot in the future so it is vital to have all up-to-date information correct. Please be aware that we will be prioritizing patients with dental emergencies that have been contacting us over the preceding weeks but we will gradually open things up to regular check-ups that have been postponed.

The Day of Your Appointment

Please attend for your appointment as close to the allotted time as possible, so as to reduce your waiting time if you arrive too early. On our part we will try hard to run on time for the same reason. Please accept our apologies if we are a little late.

We are asking you to **wait outside** the practice or in your car until we contact you by phone. This is to avoid any waiting time within the practice. If you are unable to wait in a car and the weather is inclement, you will be able to take a seat in the waiting room but only a maximum of five people at any one time (in marked seating zones) will be allowed.

You will be greeted by one of our staff members at the door and asked to sanitise your hands at the sanitising station. The staff member will then take your temperature using a **remote infrared thermometer**, (all our staff have daily temperature assessments themselves). Then you will be guided into the surgery.

We ask you to attend for your appointment alone so that carers, family members, friends etc. are not put at unnecessary risk. Also please try not to bring extra personal items with you such as coats, umbrellas, hats, books, handbags or backpacks, as these will not be allowed in the surgery.

In the Surgery

Before treatment starts we will ask you to rinse your mouth with a **mouthwash** that is effective in killing viruses (but is reassuringly harmless to humans). During the dental treatment we may use something called rubber dam to reduce the release of droplets from your mouth.

We have also installed **air purifiers** into each surgery which kill airborne viruses and bacteria and removes dust and particles. These will be in action constantly, cleaning the volume of air in each surgery every 15 minutes.

The dental team will look a bit different as we will all be wearing navy blue scrubs and will be reducing any risk of infection to you as well as ourselves by covering up with PPE; but don't worry, we are still the same, friendly people underneath and we will try to make your visit as stress free and safe as ever.

After Your Treatment

After your treatment you will be guided out of the premises.

Payment can be made prior to the appointment or afterwards over the telephone. If you are not happy or able to do this, you will be able to make the payment at the desk using the keypad card reader which will have a special protective film covering the keys. This will be done under the "post holes" in the **protective Perspex screens** on the reception desk. At all times you will be able to sanitise your hands when you need too. Please do not enter the practice without an appointment and do not enter the waiting room unless asked to.

Please be assured that your health and wellbeing is our priority, which is why we take infection control so seriously. Hopefully, if we all work together, we will soon be back to some semblance of normality, though maybe a slightly altered normality from the one we were used to.

Stay safe and we look forward to seeing you very soon.

Bruce Grainger BDS

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