

Dear Patients,

St Catherine's Dental Practice reopened for clinical care on 8 June 2020, following the Corona Virus lock down period.

The safety and wellbeing of our patients and staff remain our top priority, and therefore there have been changes to the way we operate.

To keep everyone safe, please find below details of the changes we have been required to make which will affect your experience when you visit us. If you have any questions, please do not hesitate to contact the Practice on 01476 563164 or email us at reception@stcatherinesdentalpractice.co.uk

The patient experience- what to expect at your next appointment

Before attending your appointment

Ideally, you will need to have completed your medical questionnaire before your appointment. We now have a system called Patient **Portal** where the medical questionnaire can be completed electronically. This is the safest and most convenient way for us to take your medical details, so please make sure you have done this if possible. This will be sent to your mobile phone.

When you book your appointment, the receptionist will ask you some screening questions regarding Covid-19 if your appointment is within the next week. (If the appointment is over a week away, then someone will phone a day or two beforehand to do the Covid-19 screening questions). We require everyone who enters the practice to be screened for symptoms of Corona Virus.

Please try make sure you have visited the toilet before attending if possible, as patient toilet facilities are not available at this time.

Arrival

The front door of the practice is locked, and we ask that you only enter if you have an appointment with us. (for enquiries or booking appointments please phone or email)

Please arrive at the front door and wait for the nurse to let you in. There is no need to knock and it is best not to arrive too early to avoid unnecessary contact with other people. Please observe social distancing both inside and outside the practice.

Please try to bring as few items of outdoor wear and bags, etc., as possible into the Practice.

Family members and chaperones – You should attend the appointment on your own, unless you require a carer, or a child under 16 will usually need to attend with a parent. Please do not bring siblings or other children to appointments. All chaperones are required to wear a face covering or mask before entering the practice (you will need to supply this yourself).

You will be asked to use hand sanitiser on entry to the building, and your temperature will be taken. (If your temperature is 37.8 degrees or above then your appointment will be rescheduled.)

In the practice

All magazines and leaflets have been removed and surfaces decluttered.

The reception area, door handles and touch points will be wiped down regularly during the working day.

PPE (personal protective equipment)

PPE will be worn to ensure the safety of our patients and staff. Dentists and nurses will wear single use plastic apron, single use gloves, eye protection and a face mask.

For procedures using the fast drills and ultrasonic cleaning equipment, a higher level of PPE is worn, including long sleeved gown, hats, and filtering masks.

After the appointment

After your treatment, you will be directed to reception to book your next appointment and make payment if required. Payments will be with card only; for hygiene reasons, we will no longer be able to accept cash. If you wish to purchase brushes, floss, mouthwash etc we have a list of items available at reception, but these will no longer be on display.

Surgeries will be thoroughly cleaned between patients (this has always been the case).

Where at all possible, windows/doors will be kept open throughout the building for good ventilation.

Symptoms of Corona Virus infection after your appointment- if you develop any of the symptoms of the virus up to 14 days following your appointment, you must contact the practice to inform us.

Thank you for taking the time to read this letter and thank you for your continued understanding during these challenging times.

We look forward to welcoming you to our practice,

With very best wishes from the management team at St Catherines Dental Practice