

Patient Journey Information (updated January 2021)

In order that we continue to adhere to government guidelines on social distancing and the regulations and guidelines that are published by the official healthcare bodies in England, your visit to the dentist is going to be quite different from your usual dental visit!

Infection control has always been of prime importance at Wall Heath Dental Practice, as you will have seen during your appointments over the years. Our infection control processes are designed so that your dental care is both safe and comfortable. This information is to let you know about the procedures that are designed to keep you, and every patient, safe in our practice.

This information will hopefully ensure that you are prepared.

We are happy to answer any questions that you may have about the procedures described below.

Booking an appointment

Please ring us as normal if you would like to arrange an appointment.

We will carry out a risk assessment to check:

- If you have any dental problems
- Update any medical history changes
- If you are a shielded or vulnerable patient
- If you have any COVID symptoms

An appointment will be arranged following discussion with the dentist.

In some cases, you may need a pre-visit telephone consultation with your dentist to discuss your dental problems and the treatment options prior to providing a suitable appointment.

Appointments will be managed to allow social distancing between patients and so there may be a longer wait than normal for a suitable slot.

Prior to your appointment

We will need to screen you for symptoms of COVID-19 following the current Public Health England criteria:

- Have you tested positive for COVID-19 in the last 7 days?
- Are you waiting for a COVID-19 test or the result?
- Do you have any of the following symptoms?
 - New continuous cough
 - High temperature or fever
 - Loss of, or change in, sense of taste or smell
- Do you live with someone who has either tested positive for COVID-19 or had symptoms of COVID-19 in the last 14 days?
- Have you been notified by NHS test and trace in the last 14 days that you are a contact of a person who has tested positive for COVID-19 and you do not live with that person?
- Have you travelled anywhere in the last 14 days that requires quarantine on return?

If any of the above applies, you will not be able to attend the appointment and you should contact your doctor/111 and self-isolate.

We are also aware that COVID-19 can cause other symptoms so we request you do not attend with any symptoms of a viral illness such as myalgia (muscle aches), joint pain, headache, and fatigue; abdominal pain, vomiting and diarrhoea; or a rash.

Attending your visit

- While our toilets are available for urgent use, please use the toilet before leaving home.
- Please limit the number of belongings that you bring to your appointment e.g. bags, coats
- All patients including children are required to wear a clean disposable fluid resistant surgical face mask (FRSM) or a double layered washable cotton face mask.
- It is important that you keep your mask on until instructed to remove it by one of the members of the team. Keep your mask on when speaking, coughing and sneezing.
- At this time we are requesting you attend your appointment alone, unless you are bringing a child for their appointment

- If a chaperone is needed e.g. a parent of a child or essential carer, please ensure that this person is from the same household. Please only bring one necessary person and ensure they wear a FRSM/double layered washable cotton face mask as well.
- Companions are of course very welcome to wait in the car
- Please do not bring any children with you who do not have an appointment
- Please dress appropriately for the temperature as we are keeping the windows and doors open to maintain airflow
- If you think you might need a drink please bring a bottle of water with you
- Please use our carpark – the access is wide and there is usually plenty of space. By parking in our carpark you are helping us a lot with our timekeeping, and it means you can stay in the warmth of your car until we are ready for you.

Practice good Respiratory hygiene

- Please wear a mask at all times
- Please cover your mouth if you need to cough/sneeze with your mask or a tissue
- Please dispose of the tissue immediately into a suitable bin
- Please wash your hands or use alcohol hand sanitiser
- Please keep your face mask on whilst you are talking to us.

Arrival

- On arrival, please wait in your car/outside the practice and text us on: 07485 273155
- At your appointment time we will invite you in through the main entrance by one of the team who will be wearing their required personal protective equipment (mask/visor)
- You will be able to go straight to see the dentist, without having to wait in the waiting room
- We will check your temperature and if it is over 37.8 you will be asked to return to your car/home and we will contact you by phone to rearrange the appointment and provide advice
- Please place your belongings in the storage box/bag provided by one of our team
- We will ask you to clean your hands using the hand sanitiser provided
- We have minimised the number of forms you need to sign, you are welcome to use your own pen.

Come straight through

- You will be shown through to the treatment room where the dentist and nurse will already be wearing their personal protective equipment.

Once your examination/treatment is complete

- We will request that you re-cover your face with your mask.
- We will provide you with hand sanitiser to clean your hands.
We will book your next visit whilst you are in the surgery, and email/text you the details.
- To minimise contact with other patients we will be using the back door for your exit.

Payment

To reduce time in the reception area at times we are asking for patients to pay over the phone by card. You can pay prior to your appointment if this is convenient. Please try and avoid cash payments.

Buying Tepes and other oral hygiene products from us

If you would like to buy any oral hygiene products please ask in advance of your appointment. This will help us to have them ready for you to collect when you attend, we can take pre-payment for these as well.

Thank you for taking the time to read this information. We look forward to seeing you.

Jo and Lucy Thompson