

Patient Journey Information (updated April 2022)

We are continuing to adhere to government guidelines on social distancing and the regulations and guidelines that are published by the official healthcare bodies in England.

Infection control has always been of prime importance at Wall Heath Dental Practice. 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 clinically extremely vulnerable patient
- If you have any COVID-19 symptoms, or other symptoms of viral illness

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.

Prior to your appointment

In order to maintain patient safety, we must confirm your COVID-19 status and medical history prior to your appointment. You can either complete a form online or the receptionist will telephone you to go through the questions the day before your appointment. If you have symptoms of COVID we ask that you reschedule your appointment.

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.

If you are a recent contact of a confirmed COVID-19 case, please let us know so we can carry out a risk assessment and consider delaying your appointment.

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 your name to us on: 07485 273155
- When we are ready for you we will text you, and ask you to come to the main front entrance or the side entrance.
- 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
- You may need to sign some paperwork, 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.

Thank you for your understanding, which we greatly value.

Jo and Lucy Thompson