



01384 292666

Dear Patient

We are very happy to announce that we are now able to resume a phased return to face to face dental care; thank you for your patience and support during the recent weeks.

To start with, we will not be able to offer our full range of procedures and frequency of appointments, as we comply with social distancing requirements. We will be contacting all of our patients in due course for an initial telephone consultation appointment. Once we establish that face-to-face care is required, we will arrange an appointment at the practice. Please bear with us in the interim; we are endeavouring to get back to what will be a 'new' normal as soon as possible.

At Wall Heath Dental Practice our priority is patient safety, service and comfort, and that is why we have spent the time of closure further upgrading the practice and introducing measures to keep our patients and staff safer than ever. We follow infection control guidelines recommended by governing bodies and are up-to-date on new guidance that has been issued, which has often been changing on a daily basis. This means some of our protocols and processes have changed and may continue to change; we do this to make sure that our infection control procedures are current and adhere to the latest recommendations.

Our practice, as you are aware, was always a very clean and safe environment. However, you may notice some changes at your next appointment, including more hand sanitisers at entry points, different-looking PPE and a redesigned patient journey in line with social distancing requirements. Appointments will be timetabled to ensure that the Practice and waiting area is not overcrowded. We will do this by leaving suitable gaps between appointments, making sure that you can attend the practice while maintaining a suitable distance from one another in accordance with government guidelines. We are allocating time for patients who are most vulnerable to help minimize contact with others whilst at the practice. Please do not arrive without an appointment as we will be unable to see you.

Prior to your appointment you will be asked to update your medical history and answer our essential Covid-19 pre-screening questions. As our toilet facilities are for emergency use only, please ensure you use the facilities at home before attending.

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To maximise your safety and comply with social distancing requirements, upon arrival outside the practice, we will ask you to ring reception to let us know that you have arrived. We will then ring you back when we are able to admit you to the practice. This will enable us to control patient flow in and out of the building. We have always been happy for family members to attend with patients; however at this time we ask that companions wait in the car to limit the use of our waiting room for social distancing; please attend the practice alone, unless you are bringing a child for their appointment. For the same reason if you need to bring someone, please ensure you bring only one person from the same household as yourself. Patients and their carers/parents will be required to put on their own lower face-covering prior to being admitted.

As you enter the practice you will be met by one of our team, wearing their PPE. She will ask you to use alcohol gel to disinfect your hands and take your temperature. You will then be guided straight into the surgery to see your treating clinician and be asked to remove your lower face-covering. Your clinician and nurse will be wearing their full PPE to meet you; please remember our welcoming smiles may be hidden but they are still there!

Your treatment will be carried out as normal, although you will find we are limiting our aerosol producing procedures where possible. We will not make further appointments on the day and will telephone to arrange these, confirming them by email or SMS. Where payments are due we will ask that you pay prior to your appointment using a contactless card or telephone payment method. This crucial step greatly reduces touch points at the practice. If you need to bring cash, please bring the correct amount in a sealed clear plastic bag to avoid contact. Ideally, if purchases can be made prior to the appointment via telephone payment, we will have the sundries ready for collection at your appointment.

All our team members will be health screened daily. Unfortunately, the COVID virus is still a threat. However, we have always used universal precautions and we will continue to do so, including thorough disinfection and cleaning between appointments, reducing the risk of exposure to anything harmful while you are in the practice. Where possible we will carry out appointments virtually to further reduce the risk of exposure. Our processes are in place to maximise your safety; they are reviewed on a daily basis and we hope that some measures will eventually be relaxed.

We very much look forward to seeing you soon. If in the meantime you have any problems with your teeth please give us a ring or email the practice at: info@wallheathdental.co.uk and a member of our team will contact you. Thank you for your understanding, which we greatly value.

From all of the team at Wall Heath Dental Practice

This practice complies with the 2018 Data Protection Act.
Please ask for a copy of our privacy policy.