

## **Advice for Patients Attending The Gables Dental Practice**

*At The Gables, we are working hard to ensure that your visit is pleasant, effective and mostly importantly a safe experience. We will have a phased back to work approach where we will prioritise our appointments at first, seeing our emergency and urgent treatments first. Please do NOT arrive at the Gables without an appointment. Social distancing is still important; therefore, we have redesigned our patient journey and upgraded our PPE (Personal Protective Equipment).*

The procedures and protocols we have in place are to take your safety, as well as our staffs safety in consideration especially during the COVID- 19 pandemic. If you have a problem with your teeth, please contact the surgery and send us a photo or 2 if possible for us to triage and arrange an appropriate appointment.

Once you have made an appointment please abide by the following:

**IF YOU ARE UNWELL FOR ANY REASON PLEASE DO NOT COME TO THE PRACTICE. IF YOU SUSPECT ANY SYMPTOMS OF COVID-19 PLEASE STAY AT HOME AND FOLLOW THE NHS GUIDANCE. If you returned from holiday from one of the countries that requires self -isolation, please contact the surgery to change your appointment.**

***How we will look after you before, during and after your visit.***

Before your appointment:

One of our team would have called you to book an appointment and gone through a COVID-19 questionnaire and consent with you before you visit the practice. If not, a copy of this questionnaire and consent is attached. It would be appreciated if you could complete it and return it to us preferably before your appointment in order to save time on the day of your appointment. Unfortunately, we would not be able to see you without the completed form.

Preparation at home:

1. Clean your teeth at home as it will not be possible for you to do so at the practice as you might have been used to.
2. Ideally, we would prefer that you do not use the toilet facilities. This would be helpful to manage infection control and social distancing. If you have to please check with reception before and after so that we know to make sure the facilities are disinfected.
3. Order any oral health supplies from home via phone or email so that we can have them ready for you to collect during your visit. Please contact reception to place your order and we request that you pay by card over the phone if possible
4. If you have any paperwork, please complete it at home and have it ready to hand to our receptionist on arrival.
5. Do not bring anyone with you if this can be avoided. If a family member drives you to the practice, they should wait in the car, we will of course welcome carers who

may need to accompany you. If you have to attend with the patient, please inform us of your name and relationship. We also request that you provide your own mask if you attend with the patient. We do not have any additional seating in the surgery.

6. Please make sure you do not bring any extra jackets, bags or shopping bags - you will not have anywhere to leave this.

On arrival:

1. Try to arrive in a cool and calm fashion. Don't run, rush or cycle too fast to your appointment as your body temperature will be raised and you would appear feverish which could prevent you from being treated.
2. On arrival in the car park, phone us (01223 248202) to say you have arrived and please stay in your car. If you managed to fill in all the forms, please come into the practice on your appointment time. If you haven't and have to fill all the forms in earlier, please give yourself 5 min to do so.
3. If you do not have a vehicle to wait in, please wait outside the building and operate social distancing.
4. Once we ready for you, the receptionist will let you know and the staff member at the front door will take your temperature using a contactless thermometer **(patients with temperatures above 37.8 degrees Celsius will be rebooked in approximately two weeks' time).**
5. We will also ask you to use a hand sanitiser for 20 seconds upon entering the practice.
6. We have restricted use of the waiting room - please sit at a marked seating area and maintain social distancing.
7. Please follow our one-way system throughout the practice.
8. You will notice our reception team are now behind a screen to protect their work environment. Many of us looking after you will also be wearing various levels of PPE and are most likely going to wear a mask as we greet you if we are closer than 2m from you.

Your appointment:

1. We will **endure to** invite you straight into the dental surgery that would have been prepared to provide a safe environment for you at your appointment time.
2. Try to bring as little personal belongings into the practice as possible.
3. You will be given a patient bib to protect your clothes as well as a tissue to hold throughout the appointment so that you are prepared to catch any sneezes or cough which will help keep the surgery environment clean.
4. Once your appointment is finished, we will ask you to leave via a dedicated door and follow the arrows back to reception or the car park.
5. If reception is busy, we will call you shortly after your appointment to arrange your next appointment and payment, and will email a summary of the treatment carried out and advice or instructions given if appropriate.

**Any appointments that can be conducted virtually, will continue to be performed virtually to reduce the risk of exposure. Where possible, please e-mail a photo of the area of concern to: [enquiries@thegablesdentalpractice.co.uk](mailto:enquiries@thegablesdentalpractice.co.uk). Due to guidelines, we will be seeing approximately 20-30% of the patients we used to see and will reduce our regular NHS examinations.** We will continue to consider and weigh up the benefits of you receiving treatment at the practice against the risk to you of possible exposure to the COVID-19 virus. **Please be patient with us.**

**PLEASE COMPLETE THIS DOCUMENT AND RETURN TO THE PRACTICE BEFORE YOUR APPOINTMENT**

**“COVID-19 SCREENING QUESTIONNAIRE AND CONSENT TO TREATMENT”**

Even though we have the required PPE to carry out procedures and implemented enhanced disinfection protocols and social distancing measures at the practice, there remains a small risk to you being exposed to the COVID-19 virus.

Once you have considered the risks and benefits involved, please complete the following:

**I understand the risks and benefits explained: YES/NO**

Signature of patient/parent/guardian: \_\_\_\_\_

Name of patient: \_\_\_\_\_

Relationship to patient (if patient did not sign): \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**COVID-19 SCREENING QUESTIONNAIRE AND CONSENT TO TREATMENT**