We are Open!

Firstly,

We want to thank you for your incredible support, patience and understanding over these past few months. We are delighted to be returning and we cannot wait to continue your treatment.

**What is next?**

We will be prioritising the emergencies that we have already triaged throughout lockdown and we do not expect to return to ‘a new normal’ until advised by NHS England.

We will be opening with a reduced capacity and increasing as the threat level decreases, in line with government and Chief Dental Officer’s advice and guidelines. This is because we must allow time between each patient, don and doff PPE and follow new decontamination procedures in the surgery. We promise to communicate our plans and the next steps to all our patients as they develop.

**What to expect:**

**Routine dental appointments.**

We have started to see patients for regular appointments. We can not promise we will be able to fit you in straight away due to the changes of routines with fewer available appointments and the waiting room is still not used for patients more than for paying charges that apply and booking appointments. We only see one patient at the time and one by one. This is purely because we have to follow the guidelines with fallow time after Aerosol Generating Procedures and thorough cleaning routines after each appointment. If you have an upcoming appointment, please contact us to confirm if still valid.

Always consider to send an email to get in touch as the phones might be busy.

We will not be able to accommodate you if you just turn up and hope for the best.

**Emergencies**

If you have a dental emergency please email [cpdental@btconnect.com](mailto:cpdental@btconnect.com) or call us on 500959 and listen to the full message, before hanging up.

**Dental Hygiene**

Good news is that our hygienist is now starting to treat patients as normal with both hand scaling and Ultra Sonic scaling (the vibrating water jet one), which is an aerosol generating procedure on her dental hygienie appointments. If you wish to make a dental hygiene appointment with our new Hygienist/Therapist Wioletta Sztuka, you are welcome to email or call us for dates available (usually Tuesdays and Thursdays), to book your appointment.

**Pre-Arrival Check List**

Our waiting room is currently out of use, therefore we will need to send you information prior to your appointment, so there will be a number of things we ask you to fill, sign and complete before you arrive:

* COVID-19 Screen Questionnaire
* COVID-19 Pandemic Treatment Consent
* Pre-Payment
* Do not bring unnecessary personal belongings and without friends & family where possible

**Patient Toilet**

Be aware that our patient toilet is currently temporary out of use unless our patients have a medical condition.

**Patient PPE**

Please wear facemask to the practice and gloves if you prefer.

One of the team will take your temperature with a digital touch-less thermometer on arrival and show you to a patient PPE station to sanitise your hands. You will be asked to place all your belonging in a safe container during your time at the practice.

**Booking your next appointment**

We will as far as possible book your next appointment from surgery. If you are told to go to reception for payment or new appointments please do so. Further appointments can also be made via telephone or email.

![A group of people standing in a room

Description automatically generated]()**Safety Measures**

We have invested a lot of time and expenses into ensuring we have all the safety measures in place including Full Personal Protective Equipment for all our staff, clinical and non-clinical.

We know our appearance may seem a little impersonal and scary, for this we apologise, but we assure you, it is still us under there working to keep our staff and patients safe.

**Thank you**

We need to politely ask for just a bit more patience while we await the next few phases to be put in place, but we hope to hopefully see you soon! Thank you again for your kindness and understanding.