

# Reopening Update From Lindfield Dental Surgery

To All Our Very Patient Patients,

Following government advice, we are now in a position to begin our return to work and offer appointments for face to face dental treatment. Thank you for being patient with us whilst the country was in lockdown.

We will be in touch with patients directly who have already notified us of a dental problem during lockdown. If you have an urgent problem and have not yet notified us, please do get in touch. If you require your routine dental appointment then call us on 01494 724414.

So, let's give you an update on the steps we have been taking to adapt to the new dental normal:

## Infection control has always been a top priority

Lindfield Dental Surgery has always followed stringent standards of infection control so that when you receive care, it is both safe and comfortable. We are now focusing on new practice protocols in order to operate a safe and efficient dental practice for all our patients, our staff and our wider community following the Covid crisis.

## We have been working hard to ensure your safety

You will note some changes when it is time for your next appointment. We are making these changes and revising our protocols to help protect you, our patients, and our team.

All dental staff will be using personal protective equipment (PPE) in line with current recommendations and evidence.

We apologise in advance for the necessary reduction in social interaction that this will necessitate. Whilst our PPE may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

If we feel that you are at risk of having possibly been infected, even if you are asymptomatic, we will respectfully request you to delay booking any appointments with us for at least one month.

If you are a patient in a vulnerable group, are self-isolating, or are shielding at present you should continue to do so, but please do contact us for advice if you have a dental problem.

If you are an existing or new patient and require an appointment or simply need help or advice please contact the practice.

### When booking an appointment, we ask you to:

- Discuss your dental health problem with us so that we can advise you on treatment needed and help us to plan our needs for you.
- Please be aware that we may be organising your treatment in a different way to how you have been used to. Some of the dental work you require may need to be delayed until further Covid related restrictions are lifted for dentistry.
- Please be assured we have your dental health concerns as our priority and will make your teeth stable and safe, until all options become routine again.

### Before arriving at the practice, we ask you to:

- Complete a pre-appointment screening process over the telephone with our nurses, to check your personal health requirements and any Covid exposure

- Complete a medical history / screening process questionnaire
- We also ask you to only bring necessary additional parents or carers to the appointments.

### **When at the practice, we ask you to:**

- Use the waiting room – maintaining social distancing – or if you prefer, remain in your vehicle in the car park, call us on 01494 724414 to let us know that you are here and wait until we come to collect and escort you into the practice
- Use the hand sanitizer provided before entering the building
- Allow us to take your temperature on arrival with a no-touch thermometer. If your temperature is above 37.8°C, you will be considered symptomatic and asked to return home and self-isolate as per current government guidelines.

### **After your appointment, we ask you to:**

- Maintain social distancing at reception whilst completing your appointment

### **To ensure a safe environment for you, we have:**

- Installed perspex separation panels along the reception desk
- Clearly marked out social distancing recommendations in communal areas
- Managed appointments to allow for social distancing between patients
- Set up a daily health screening checkpoint and log for the screening of all staff entering the workplace
- Ensured when not in PPE, staff also abide by the social distancing expectations, and minimise contact with each other.
- Equipped our dental staff with additional PPE when in surgery
- Ensured we are compliant with new national guidance on decontamination of the surgeries before during and after your appointments
- Decontaminated communal areas prior to practice opening, at lunchtime and at the end of the day according to national guidance
- Removed magazines and toys from the waiting room
- Used video and phone consultations whenever possible

Thank you all for your patience and continued support. We look forward to welcoming you back to Lindfield