

**What to expect when you visit us for your upcoming appointment**

We have missed seeing our patients since the lockdown was announced and hope you have stayed well. We are now really looking forward to seeing you again and treating you in the safest possible environment. We respectfully request your full cooperation with our new modified procedures at the practice. The aim is to keep everyone as safe as possible.

**Before attending the practice**

• Please use your own restroom facilities at home before you leave to attend for your appointment and don’t forget to brush your teeth! Our restrooms will be closed.

• We will carry out some COVID-19 screening questions over the phone. This is to keep all our patients and staff as safe as possible.

• We will try to ensure that this screening is completed at least 3 days before your appointment. If we are unable to contact you for assessment of your current condition, we will unfortunately have to cancel your appointment and inform you by email or phone.

• Please telephone the practice when you arrive. Please wait outside and do not approach the building until you receive a call to say we are ready. The door will be locked. If you do not have a mobile phone, please ring the doorbell and wait a safe distance from the door.

• When travelling to the practice, we would recommend that you limit your close contact with other members of the public as far as possible. If you are able to drive or be driven and picked up by somebody with whom you live, this would be ideal. Alternatively, we would recommend coming to the practice in a taxi, ideally a partitioned cab so that you are separated from the driver. Please book cabs in advance as there may be a shortage due to this reason when businesses reopen.

• Please avoid bringing coats, bags and jackets inside. These pose an infection control risk. Keep them securely in your car.

• Please complete any forms you have been asked to ahead of your visit with us. You may access these by downloading these from our website and emailing them back to us or bringing the printed copies with you. If you are unable to do this please let our reception team know in advance and they will pre fill as much information as they can to shorten any time you need to spend in the reception area. Please bring your own pen to complete these forms at the practice if necessary.

**Arriving at the practice**

We will call you when we are ready to receive you. Please approach the back entrance and wait a safe distance from the door.

Please do not bring anyone with you. If you do they will need to wait outside. We will of course make an exception for carers/parents/translators who will need to clear screening and in addition we ask they wear a cloth face covering before they are permitted to enter.

When you enter the practice, we will welcome you and repeat the screening. Thoroughly rub your hands for 30 seconds with the antiseptic hand sanitiser that will be provided for you.

If all is well, we will direct you straight to the surgery.

**Measures we are taking to keep you as safe as possible**

* You will find that the practice may appear quite bare when you attend, all magazines and non-essential items have been removed as these pose an infection control risk.
* All clinical and common areas including door handles/grab rails/bannisters and surfaces will be regularly disinfected at set times using alcohol wipes (96% alcohol).
* Our dentists and nurses will be upgrading their personal protective equipment (PPE) in line with current recommendations and evidence including FFP2 and FFP3 masks, visors and protective clothing as appropriate. Whilst our attire may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!
* The government has asked businesses to make their premises ‘COVID secure’. Whilst we are doing everything we can and are taking many precautions toward achieving this , we cannot eliminate the risks of COVID-19 by 100%. We therefore understand if you wish to delay or defer your dental treatment to a later date. We recommend those patients in the shielding/vulnerable/BAME groups delay their routine appointments for the time being. Should you wish to be seen either for a routine or emergency appointment, and are happy to attend, then you acknowledge and accept the above risks.

 **Additional Information and Post Visit Advice**

* Please use the hand sanitiser provided after your appointment.
* We will try to book your next appointment in surgery however if this has not been possible please phone us at your convenience to book any follow up appointments you may need.
* We would request that payment is made by phone prior to or immediately after your appointment. This reduces the requirement for unnecessary contact or use of card terminals at reception.
* We advise you wash your hands and face for 30 seconds immediately upon your return home and advise you to change into fresh clothes and launder the other items as soon as possible.

Thank you for your bearing with us during these difficult times whilst we do our best to keep everyone as safe as possible.

We look forward to welcoming you.

The team at Writtle Dental Practice