The Dental Clinic,
Portishead

Committed to Excellence

Dear Patients

Firstly we would like to say thank you for your continuous support during this rather unknown time and hope you have been keeping safe and well at home.

We would like to share with you the changes that we have implemented over and above our normal high standards and the current guidance.

Looking after the health of our patients is always our absolute priority and during the period of enforced temporary closure, we have reviewed our policies and procedures.

We have also taken into consideration, when making these changes the “Social Distancing” requirements for both patients and the Portishead Dental Clinic team alike. We will be monitoring all staff and patients’ temperatures on a staggered arrival system.

We have divided the Portishead Dental Clinic team into two groups, working in rotation, thus ensuring we are able to provide a service for our patients, always. We have also proposed to extend our opening hours where patient demand requires.

If you are due to attend for an appointment the following process will apply:

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Before your appointment

We will email you a medical history form and/or a Covid-19 Questionnaire. This will require completing and returning to us a minimum of 48 hours prior to your appointment time.

- It is important us that all forms sent to patients are completed in full, failure to complete your Medical History form/Covid Questionnaire will result in your appointment being cancelled.

- On receipt of the completed forms one of our clinical team will then arrange a remote consultation via telephone, email or video conferencing.

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On the day of your appointment

Before you leave for the clinic please ensure that you have visited the lavatory, as our patient facilities will not be available for use.

- To minimise risk, we kindly ask that you attend the clinic alone for appointments, unless you are supporting a child under the age of 18 or someone vulnerable. If this is the case, please contact us and we will allocate a particular session for your appointment.

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Arrival at Dental Clinic Portishead

Our reception waiting area will be unavailable, as such we kindly request that on arrival for your appointment you wait outside the clinic (whilst observing the 2m Social Distancing).

- The clinic door will be closed, and patients will be allowed in five minutes before their allotted time.

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Appointment

- You will be greeted by a nurse wearing Personal Protective Equipment (PPE) - gloves, masks, apron visor etc

- You will be requested to use hand sanitiser as you enter the clinic.

- We will be providing, and you will be asked to wear Personal Protective Equipment (PPE), for patients, as a precautionary measure (including shoe covers, gloves, mask).

- We will record your temperature, any temperature over 37.8ºc will result in the clinic not being able to treat you on that day.

- We will be escorting all patients throughout the practice.

- You will be asked to use a mouthwash for 1 minute, in the surgery, prior to any examination/procedure commencing.

- Depending on the level of treatment required, your dentist and nurse will be clothed in vary levels of PPE. We apologise in advance for the necessary reduction in social interaction that this will necessitate. Whilst our masks may make us appear impersonal and distant, please be assured we are still a friendly team underneath it all.

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After your Appointment

- After your treatment the nurse will escort you to reception where payment will be taken, and any further appointments can be booked.

- The Nurse will escort you to the exit where you will be asked to remove your PPE, hand sanitise and leave the clinic.

- Lastly, the additional measures and PPE that we are putting in place are for everyones interest and are unavoidable. With regret there will an additional PPE charge per visit. We can assure you that we will only use quality assured protective equipment for everyones safety and that we will constantly review this to keep the cost down. At present there are supply issues which are keeping the cost up, so for a non aerosol generating procedure (check up and simple scaling) the additional fee at present will be £10 and for an aerosol generating procedure (filling/extraction) the fee will be £20. We hope that you understand. It should all make more sense when you visit us in person.

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Thank you ☺

Implenting the new patient journey was a top priority of ours and we hope that this journey helps to give you an understanding and the reassurance that you will be in safe hands when attending the clinic for your appointment, providing you with the highest standard of care that you are use to.

Once again, on behalf of the team, we would like to say *'Thank you'*. Your support and patience has truly been amazing, which has really helped get us through such a difficult time.

We kindly ask that you please keep an eye on our website for regular updates.

If you have any questions or concerns, please remember we are always here for you at the end of the phone or via email. We look forward to seeing and treating you again soon.

Many Thanks
The Dental Clinic Team

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