



Park Place
Dental Practice

Re – opening the practice safely for you.

The procedure of attending the practice will be vastly different and there will be several steps that patients will need to follow – I have enclosed a summary of the stages you will need to follow in order for you to attend the practice. You may not see your usual clinical team in the rooms you used to. The team members will also look different depending on the level of protective equipment they will need to wear according to the treatment being provided. In addition, appointments for different treatments will be limited to certain times and days. Therefore, I apologize that this will mean we are unable to offer the flexibility of appointment times we were previously able to.

I would respectfully ask that you do not contact the practice to book routine appointments. We will contact you according to the priorities listed below. If you have a dental problem please continue to contact us as you have been, preferably via email - reception@parkplacedental.co.uk - and one of our team will contact you and triage your dental problem – you still may be managed with remote advice. NO patients will be able to attend or enter the practice without being booked an appointment.

Hence, for the immediate future visiting us will seem more regulated and controlled. However, please remember that it is still the same

friendly team behind all the masks and working to ensure we keep all our patients and staff safe.

When we return to work, we will need to operate to meet these principals and prioritize our care to those who need it most:

1. Firstly, as always, our main aim is to ensure that the practice environment, the procedures we implement and the treatments we offer are, as usual, SAFE for both the staff and you, our patients.
2. Secondly, we will prioritize care for those patients who during the lockdown have developed serious dental problems and suffering dental pain.
3. Thirdly, complete any dental work on those patients who prior to our closure were in the middle of a courses of treatment – and if the outstanding work falls into the current permitted classes of treatment.
4. Finally, to start organizing the re booking of patients who have missed a routine dental examination.

We are developing lists of patients who fall into one of these categories and will contact patients in order of these stages. I would ask for your patience and understanding during this time as we get through this list. All dental practices will have to greatly limit the number of patients who are able to attend at any one time and the treatment times, to allow for our high cross infection control, will be extended. This is for all our safety.

Procedures for attending the dental surgery.

- Someone from the practice will contact you to arrange an appointment according to your need and arrange an appointment into one of the appropriate clinics. It will be essential that we have your current mobile phone and email address.
- You will receive an email confirming your appointment and outlining the steps that will need to be followed.
- Prior to your appointment a member of staff will telephone you to go through the following:
 - A check list to ensure you have no current symptoms of COVID 19
 - To update your Medical History
 - Discuss your current dental problem (if any) to ensure we have the correct equipment prepared.
 - Take any payments due.

BEFORE ARRIVING

- Prior to your arrival please try to visit the loo as access to the toilet will be not be possible.
- Do NOT bring any non- essential bags, shopping etc. Only coats and a small bag will be allowed in the practice. Child buggies will need to be left in the corridor outside the practice.
- Please attend ALONE - Only patients who have an appointment booked will able to attend the practice - no other chaperones/ family will be allowed to wait in the practice with the patient. One parent for children or one carer for adults, if needed will be allowed.

ON ARRIVAL

- All patients will need to telephone the practice on 029 20 373831 (or the mobile number provided on your email) confirming the appointment) that they are outside, and a staff member will escort them into the practice.
- Your temperature and COVID symptoms will be checked again – any patient with a temperature over 37.8 C will not be allowed to attend the booked appointment.
- All patients entering the practice will need to disinfect their hands with the hand sanitizer provided.
- All patients will need to sit in reception in a seat as directed by the receptionist to ensure we try to maintain a safe between patients to help prevent the spread of the disease.

DURING TREATMENT.

- Patient will be escorted to the correct treatment room by one of the staff.
- Patients will be asked to use a 30 second mouthwash of hydrogen peroxide prior to any procedure. Please contact the practice of any allergies to hydrogen peroxide.
- Once your treatment is complete you will be asked to hand sanitize again and escorted to leave the practice safely.
- No future appointments will be booked at that time. If you need to attend the practice again, we will contact you via telephone.

Thank you for your understanding and patience during this time. If you have any questions or concerns then please contact us, preferably via email and we will be happy to address any questions or concerns.

With kind regards,

Mark Hill BDS, MSc, DGD(P(UK)), LDS RCS (Eng)

Practice Principal