



North Street Dental Practice Newsletter

Edition Number 1 - May 2020

In March 2020 due to the Covid 19 Pandemic, North Street Dental Practice had to close its doors to patients. We remain closed and will reopen when advised by governing bodies that we can start to safely see and treat patients. We acknowledge that these have been difficult times for you, our patients, and we are grateful for your continued support and patience. During our closure our dentists, Seema, Charlie, Andrew, Jolanta, Martin and Gary have continued to provide telephone advice and guidance, and we hope you have felt supported when you have needed help.

When we reopen, life will be different for everyone. Covid 19 will change the way that we work at NSDP for the foreseeable future and we wanted to take this opportunity to update you on the additional precautions we will be taking to protect you and our staff from the risks associated with the virus. Your safety and that of our staff is of paramount importance and we will do everything necessary to protect everyone from exposure to Covid 19.

All of our staff have had up to date infection control training and are fully aware of the procedures that must be taken to ensure that Covid 19 is not transmitted in our Practice when you are with us and your help and support during this time is much appreciated. **Please remember that the Practice has always adhered to the highest standards in prevention of infection, and will continue to do so in the future for everyone's benefit.**

- On March 23rd and 24th we sadly had to cancel all of our patients from April up to and inclusive of July 2020. We had no choice as the UK was placed on restricted movement and we work in an environment where social distancing and being able to treat patients safely would not have been possible.
- Our dentists, Seema, Andrew, Martin, Charlie, Gary and Jolanta are now working through all of the patients who were cancelled, along with patients who have made contact during our closure to prioritise appointments, and our administration staff will make contact with you in due course to book an appointment for you.
- As we will be adhering to strict infection control processes, we will be unable to provide as many appointments during the day as we have previously.
- Prior to you coming to the Practice, your dentist will contact you to ask you some questions about your health to ensure that there is no risk to you or our staff associated with the virus and that your attendance and treatment at the Practice will not be impacted on.
- In order to maintain social distancing, we will only be able to have 6 patients in our waiting room at any one time and we would ask that if you do bring anyone with you to your appointment, they must remain in their

vehicle as they will not be able to sit with you in the waiting room or come into the surgery during treatment. The exception to this will be one child patient accompanied by one adult.

- You will notice when you attend the Practice that we have now installed screens on our reception and we have done this to protect you and our staff.
- Where possible, we will leave as many of our doors open to reduce hand contact on doors and handles.
- We will not be able to use air conditioning or fans when the weather is warm, but we will be adding protective film to our windows to reduce heat from sunlight. We can keep our windows open which will help to reduce heat in our Practice and provide a fresh air flow.
- You will be asked to wash your hands and use hand sanitiser when you first arrive at the Practice.
- Our staff will also take your temperature in the waiting room before any treatment takes place and your help and support with this is important and appreciated.
- When your dentist calls you for your treatment, the first thing you will be asked to do is to have a mouthwash.
- Our dentists and nurses will be wearing protective clothing which will include a mask, waterproof gown, visor and surgical gloves. These are carefully disposed of at the end of every patient treatment.
- The protection that our staff wear during your treatment is to minimise their exposure to any aerosol spray generated by our instruments during your treatment and it is vital that we do this for all of our patients.
- You will be asked by your dentist to wash your hands after your treatment and to use our hand sanitiser.
- We will ask you continue to pay for your treatment at our reception desk and where possible this will be by contactless payment (up to £45). We will not be taking cash or cheques to reduce contact between you and our reception staff so please consider this before you attend for treatment.
- If you require a follow up appointment then again our reception staff will make this for you before you leave.
- You will leave by the same door that you came into the Practice but again we would ask that care is taken to maintain social distancing of 2 metres should you meet anyone coming into or out of the Practice.
- As we have always done, we will be thoroughly cleaning our surgery after **EVERY** patient treatment and allowing it to rest before we use it again.
- We will periodically during the day be cleaning our reception waiting area, toilet facilities and any public areas.
- Our Practice will have a high level of cleaning at the end of the day and again before we start the day and see our patients.
- We have our own sterile services unit in the Practice and we will continue to be responsible for cleaning and sterilising all of our own instrumentation. The Covid 19 virus does not change what we have always done regarding the management of the sterile instruments that we use.

If you have any questions or concerns about the above, your treatment or planned visit during this time, then please do not hesitate to telephone us on 01273 472248, or email using the email address reception@nsdp.co.uk.

On behalf of all of the staff at North Street Dental Practice, thank you for your support during our closure and now as we move forward.

Please note that periodically, the above may change and we will make sure that you are aware of any changes before you attend our Practice for any treatment.

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