

Before your appointment

To ensure that you have all the information easily to hand, we have sent you all the key information before your appointment including what treatment you will be having and the likely cost of your treatment (if applicable). We will ask you to complete and return a medical history form online if possible and review any NHS exemption status.

On the day of your appointment

Before you depart for the practice, we ask that where possible, you have **already visited the lavatory**, have ensured that you are **hydrated** and have **already brushed your teeth**.

It is important that you do not bring a large number of things into the practice with you, so please ensure you **only bring necessary items** with you. To minimise people in the practice we also ask that you attend alone unless you are a parent, carer or guardian. Only one parent may accompany the patient.

When you arrive, the doors will be locked, so please check-in using the text message we will send or call us to let our team know you have arrived and either stay in your car or outside of the practice (whilst maintaining good social distancing protocol) if you have arrived on foot. To minimise risk, **please ensure you attend your appointment alone** unless you require assistance or are supporting a child or someone vulnerable.

Please **bring your own pen** to fill in any forms. We are accepting card payments only so **please do not arrive with cash**.

Entering the practice

When it is time for your appointment, one of our team will call you to notify you to approach the practice. Please let us know if you do not have a mobile phone beforehand and we will make alternative arrangements.

Before entering the practice, one of our trained colleagues will **take your temperature** to ensure you do not have a fever and invite you in if your temperature is safely below 37.5 degrees centigrade. Unfortunately, if you are above 37.5 degrees, we may have to rearrange your appointment for the safety of all those in practice.

Once you have been invited into the practice we will ask you to **sanitise your hands**. Please do not wear gloves as we will ask you to dispose of these.

Our practice colleagues will be behind protective plastic screens, but this is for the safety of everyone. We aim to have no other patients in the waiting room but where this is not possible please ensure social distancing and note the floor markings. **Any payments will be taken before your appointment** (if you do not have an NHS exemption), by card, using our disinfected card machines to ensure you can have a swift departure once your treatment has finished. You will also be required to **sign a NHS form** to access NHS treatment (if applicable).

Our staff will advise you where to sit. You will be shortly guided to the appropriate treatment room.

Treatment

Upon entering the treatment room, our teams will be wearing extra Personal Protective Equipment (PPE) because in order to provide you with the right care and service, they cannot adhere to social distancing recommendations. This may mean that it is more difficult to see our colleagues and clinicians' faces, but please be reassured that they will be the usual friendly team. Naturally we are also ensuring that each treatment room is carefully cleaned and disinfected after each patient.

You may be required to swill your mouth with a hydrogen peroxide solution for 1 minute before any treatment. We will advise you of this at the time. To minimise any splatter you will not be able to rinse during your treatment

After the appointment

When your treatment is complete you will be asked to wash or sanitise your hands. You will not be able to rinse your mouth out. You will be escorted to the exit by the dental nurse before we say goodbye. If you have any questions after the appointment, we will be able to call you to discuss this further as our aim is to minimise your time in the practice, for your own safety.

Any receipts or post treatment information can be emailed to you.

Please let us know if you develop any Covid symptoms within 14 days of visiting us.

Summary of the patient journey during Coronavirus pandemic

O'Connors Dental Surgery

The aim of these changes is to enable you spend as little time as possible within the practice and to reduce any unnecessary contact between other patients. It would be much appreciated if you could please familiarise yourself with these protocols before your appointment.

Before your appointment	On the day of your appointment	Entering the practice	Treatment
		1. We will call you when it is time for you to enter the practice.	1. To provide you with the right care we cannot adhere to social distancing recommendations.
1. We will send you key information ahead of your appointment	1. Before you leave for the practice please ensure you have visited the lavatory, have hydrated and have brushed your teeth.	2. You will be greeted by a nurse who will take your temperature and confirm you have no Covid symptoms. All staff have their temperature checked daily too.	2. Therefore our teams will be wearing extra PPE gear.
2. You will be asked to complete and return a new medical history form, ideally online and review any NHS exemption status.	2. Please avoid bringing lots of things, and especially valuables.	3. On entering the practice you will be asked to sanitise your hands. Please do not wear gloves to the surgery as we will ask you to remove these.	3. During and after treatment you will not be able to rinse. You may need to rinse with a hydrogen peroxide mouthrinse before treatment starts. After your treatment you will be asked to sanitise your hands.
3. We will aim to call you to go through the procedure, check if you have any questions and confirm you have no Covid symptoms.	3. Please check in using the text we will send or call the practice when you arrive. Please remain in your car or outside the practice. The practice door will be locked until we are ready to begin your appointment.	4. The receptionist will be sat behind a plastic screen. There will be reduced seating to enable social distancing. Please observe any floor markings and guidance from the receptionist/nurse.	4. A nurse will chaperone you to the exit. Any receipts or follow on advice will be emailed to you.
		5. The practice will be clutter free so there will be no magazines or newspapers.	5. All treatment rooms are cleaned and disinfected between each patient.