

Dear Patient,

You have been offered an appointment at our practice to assess your dental issues.

As discussed, please respond to this email consenting to treatment and giving consent for a member of our team to sign paperwork on your behalf.

What to expect when you attend the practice.

You need to be aware that the appointment today will be different from what you normally experience due to the current situation and distancing/ safety guidelines

Whilst the risk of contracting the virus is low due to excellent cross infection controls we must take extra steps to ensure these are reduced even further.

When you attend there will be no general chit chat from the dentist – it will be direct treatment to help in every way we can.

The reason for the strict changes? This is so we can keep you as safe as possible.

- Please attend **alone** where possible – if you need to be driven here then the escort **MUST** stay in the car and will not be allowed into the building
- For parents attending with children, only **1 child** must attend with **1 parent/ guardian**.
- Please eat a small meal, have a drink of water and visit the toilet before attending
- Toilet facilities at the practice will **not** be available for use.
- Parking is available along Lord street and Broughton Lane
- Please call the practice when you arrive on 0161 478 2980. Remain in your car if travelling by car, or remain outside the practice if travelling by a different means of transport (please bring an umbrella in case it is raining)
- The practice will remain locked at all times to prevent unauthorised entrance and allow adequate social distancing.
- You will be called back by the reception team to signal when it is safe to enter the practice.
- On entry you must thoroughly clean hands with alcohol gel following the hand rubbing procedure displayed
- You must not touch anything in the practice – doors will be opened for you by attending staff
- Please complete the medical history online as instructed and check your exemptions so that reception can sign your forms on your behalf. Reception will verbally check your exemptions again when you arrive.
- If you pay for treatment this will be taken by contactless card payment only
- If possible do not bring coats/ bags and excess belongings
- The waiting room will only allow for 2 people to be seated 2 metres apart.
- You will be escorted into the surgery
- You may be asked to rinse your mouth with an oxidising mouthrinse to reduce the viral load in your mouth- please inform your dentist of any allergies/ adverse reactions
- On completing your treatment you will be asked to clean hands with alcohol gel before leaving the practice.
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Pre appointment letter

- Currently we can only perform procedures that **do not** generate any aerosol. This means some procedures will not be possible. We are awaiting the correct PPE to enable us to perform these and will inform you when this will be.
- We must inform you that if you require an extraction there is always a very small risk that the tooth may break. Unfortunately, if this happens we may have to leave the broken part of the tooth in during these times. It is a small risk however you do need to be made aware of it. The dentist will discuss the likelihood of this prior to any treatment and if it does occur what the consequences are. A referral may be required to an urgent dental centre if this does happen- A consent form will be sent prior to your appointment to read and sign.
- You must ensure you are on time for your appointment – anyone who is late will not be seen. We have extremely strict preparation and clean down procedures to follow so you **MUST** be on time for your appointment.

Please get in touch with us if you have any queries about this appointment – you can call the practice on 0161 478 2980 or email at deane.dental@nhs.net

Please reply to this email confirming that you have read and understood the above and consent to the appointment. Please add any photos you are able to of broken teeth/ lost fillings to help with diagnosis of the problem.

Kind regards

Deane Dental Practice