



WEST HORSLEY
DENTAL

WE ARE RE-OPENING SOON!!

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We hope that this initial information document finds you and your family in good health. Our communities have been through a lot over the past few months, and all of us are looking forward to resuming our normal routines.

We would like to thank you for your patience and continued support during this period of temporary practice closure. **WE ARE NOW PREPARING TO WELCOME YOU BACK.**

Once we reopen, you will notice a few changes across the practice. We would like to reassure you, however, that **WE HAVE ALWAYS PUT YOUR SAFETY AND THE SAFETY OF OUR DENTAL TEAM FIRST.**

Infection prevention has always been a top priority in our practice, and we have always maintained high standards by following all infection prevention guidelines and protocols from all relevant Healthcare bodies, including Public Health England and Care Quality Commission.

Due to the emergence of Covid-19, our practice has implemented additional prevention protocols to help protect everyone at the practice, patients and staff alike.

We will try and explain some of our new protocols within this information document, and we greatly appreciate your co-operation whilst we implement the new protocols at the practice, which will ultimately aim at reducing the risk of Covid-19 transmission.

Provisional Timetable!

Although we have started preparing for re-opening a while ago, there remains great many more measures to be put in place, before we can safely provide any treatment.

WE AIM TO OPEN TOWARDS THE END OF JUNE 2020 AT THE LATEST. We will do our utmost in keeping you updated.

Due to the new measures we have to adopt, we will very likely open with extended hours and appointments will be managed in a manner that promotes social distancing, as well as allow for adequate time for the additional infection prevention protocols required.

THIS MIGHT MEAN THAT YOU ARE OFFERED FEWER OPTIONS FOR RESCHEDULING YOUR APPOINTMENT.

We will initially be seeing:

- Patients with emergency and/or urgent dental need.
- Patients with incomplete treatment prior to lockdown.
- Patients with cancelled appointments due to lockdown.
- Patients with urgent periodontal (gum) disease, who usually require 3 monthly treatments.

Before attending at the practice

We will carry out a pre-attendance assessment (stage 1 triage) by contacting you 4 days before your appointment. This will be a telephone conversation with our receptionist to assess your coronavirus infection risk.

If necessary, our clinicians – Dr Mazin Al-Zibari and Dr. Caroline Daoud may also carry out a telephone/video consultation (stage 2 triage) with you to assess and treatment plan any dental problem(s) you may have. This will help us provide you with the most appropriate appointment to restore and maintain your dental health.

Medical history and consent forms will also be sent to you. These must be completed, signed and sent back to us before you attend the practice. We will postpone treatment for any patient who has experienced or been in contact with someone who has experienced any coronavirus symptoms within 14 days of their scheduled appointment.

West Horsley Dental will also operate contactless payments, and we will request that payments are made in advance over the phone prior to any appointments. This will reduce unnecessary contact risk at reception.

Final appointment confirmation will be provided 2 days prior. Practical instructions on what you need to do when you arrive at the practice will be given to you before you attend. We ask that you do not attend too early and wait outside the practice if you do. Please attend the practice unaccompanied, if possible.

Carers will be asked to wait outside the practice. One adult will be able to attend with a child, please do not bring additional family members, unless you and they are happy to wait outside the practice.

Arriving at the practice

Upon arrival at the practice, you will need to **CONTACT OUR DENTAL TEAM ON THE PRACTICE PHONE NUMBER; 01483280030** , to alert us of your arrival. Our team will then provide you with further instructions regarding procedure for arriving at the practice.

When arriving, please do not touch the door handle, rather knock and our designated team member will open the door for you. Before entering, your temperature will be taken with a non-contact thermometer, confirming that you have no fever. You will be asked to wipe off the soles of your shoes on a disinfectant mat. We will provide you with hand sanitizer to disinfect your hands. You will also be given a mask and head cap to wear, as well as a plastic bag to store your mask while having your treatment.

Protective screen has been installed at the reception desk to minimize exposure of our staff of any air contaminants. Air conditioning units with special filters have also been installed in the practice to help decontaminate and improve the air quality for all patients, family members and staff.

WE STRONGLY ADVISE THAT YOU ATTEND YOUR APPOINTMENT WITH AS LITTLE PERSONAL BELONGINGS AS POSSIBLE. Any personal items will be stored in a cabinet in the waiting room. Our front door will remain locked; however, we cannot accept liability for personal items.

Please do your best to use a toilet facility before attending your appointment. The practice toilet will not be available for patients to use to minimize the risk of virus transmission and practice contamination.

PLEASE DO NOT TOUCH ANY SURFACES WHILE AT THE PRACTICE. Our designated team member will direct you through the practice without waiting at reception to the appropriate surgery for your dental treatment. Once inside the surgery, you will be asked to rinse your mouth and wash your hands before and after your treatment.

Practice protocol

You will find that the practice may appear to be quite bare when you attend. We have temporarily removed magazines and other reading material from our waiting area, since these items can be a source of virus transmission and may be difficult to clean and disinfect.

In line with our standard infection prevention protocols, additional disinfection and decontamination of all clinical and common areas, including door handles and surfaces will be completed between patients.

PLEASE DO NOT TOUCH ANY SURFACES WHILE AT THE PRACTICE, our designated team member will direct you through the practice to the appropriate surgery for your dental treatment.

West Horsley Dental will be providing a 'fallow' period between treatments, to allow additional time for additional surface decontamination and practice air purification procedures.

All future appointments will be arranged with the practice receptionist after the end of your treatment prior to leaving the practice.

Dental procedures

For all treatment, you will be seen by team members wearing full personal protective equipment (PPE) in line with current guidance, recommendations and evidence. We have no intention of being antisocial, but to minimize the risk of cross infection, we will not be shaking your hands.

Whilst these measures may make us appear impersonal and distant, please **BE ASSURED WE ARE STILL THE SAME FRIENDLY TEAM UNDERNEATH IT ALL!**

It is difficult for us to carry out some dental procedures without generating some level of aerosols. To keep aerosol contamination to a minimum, before any treatment, taking of any dental x-rays, impressions or clinical photographs, **YOU WILL RINSE WITH A HYDROGEN PEROXIDE MOUTHWASH FOR 1 MINUTE**. A rubber dam may also be used during treatment, together with a high-volume aspirator. Our air purification system will add to our aerosol infection prevention management.

Following your oral health assessment and any associated x-rays, the results and any potential **TREATMENT OPTIONS WILL BE DISCUSSED WITH YOU VIA A VIDEO CONSULTATION**. This will minimize any unnecessary wait at the practice, as well as speech and breathing aerosols.

Considering the extent of the new protocols and PPE required to manage any infection transmission risks, and with a great deal of deliberation, **WE HAVE DECIDED TO ABSORB THE MAJORITY OF THE INCREASED EXPENSES**. However, we will have to introduce a modest PPE charge for all appointments, at least until December 2020!

What's next!

We have reviewed your dental care management in light of the new recommended protocols, in order to ensure **WE CONTINUE TO PROVIDE YOU WITH OUTSTANDING DENTAL CARE.**

The Faculty of general Dental Practice, Royal College of Surgeons of England (FGDP RCS) has recently published important recommendations and guidelines. This will now help us finalize our new protocols and begin staff training within the coming weeks. **THIS MEANS THAT ALL PREBOOKED**

APPOINTMENTS UNTIL THE END OF JUNE 2020 ARE CANCELLED. We will offer these slots for emergencies.

We have maintained 2 sets of patient lists during lockdown; Urgent Care List and Cancelled Appointments List. We will shortly:

1. Begin triaging all patients on the above 2 lists, with appropriate appointment allocation for clinically necessary treatment and maintenance of dental health.
2. Reschedule and separate combined – dental exam/hygiene appointments from July 2020 onwards, as this would allow us comply with the required practice decontamination and infection prevention protocols.

We will do our very best to keep everyone informed of our progress and **WE WILL CONFIRM OUR RE-OPENING DATE AS SOON AS WE ARE ABLE.** We look forward to seeing everyone again soon.

Kind Regards

West Horsley Dental Team