

After what seems to have felt like a lifetime in lockdown, we are finally able to welcome our wonderful patients back to the practice from the week beginning Monday 15th June.

Please continue to bear with us for a little while longer. As you can imagine, it was difficult having to close at such short notice, and now a large number of cancelled appointments will now require rescheduling.

For this reason, we will be returning to practice with a phased return.

Our fabulous team is currently busy restoring some order to our appointment book. If you have outstanding treatments, we will be in touch to reschedule these once we are able to do so.

**We are open for
pre booked emergency
appointments only
until further notice**

To arrange an appointment
please call us on **0161 428 7226**

Monday-Thursday
09:00 – 13:00 / 14:00 – 17:30
Friday
09:00 – 13:00

PHASED RETURN FROM 15TH JUNE 2020

From the 15th June, we will begin face-to-face consultations for patients who require urgent assessment and treatment. Until the government provides us with detailed guidance on how to undertake our NHS patient booking, we will be running an on call service and working our way through a backlog of emergencies that have been triaged over the period of closure, so please continue to bear with us. Please do not call for routine appointments just yet but do get in touch if you are in pain, as previously advised.

CHANGES TO OUR WORKING PRACTICES

The new procedures contained within have been prepared following detailed risk assessments, which draw on multiple sources within the dental and medical professions, whilst following current government guidance. Below is our standard operating procedure on What to expect when you come to your Dental appointments.

Around the practice

- We are now operating a cashless service. Payment can either be made via a chip and pin or contactless card transaction.
- We ask you to bear with our staff members during this time – we are working hard to keep you safe and these policies are new to us all. Verbal abuse will not be tolerated.

Before your appointment

- You will be asked a series of covid-19 screening question, please answer them as honestly as possible.
- Please note that the patient toilet will be out of use so if possible please use the bathroom before attending your appointment.
- Patients are asked to minimise contact with members of the public on the way to their appointment and avoid using public transport unless this is absolutely necessary.
- Wherever possible, patients are requested to attend their dental appointments alone. You may attend with a carer, child, or parent/guardian if necessary.
- All patient documentation will be sent via a secure patient portal for patients to complete prior to the appointment.
- We will be operating a one-way system around the practice which will be clearly marked out and discussed prior to your appointment.
- Patients are asked to attend with minimal personal belongings and will have to place these items into a storage box once inside the surgery.
- All patients are required to wear a mask. This will be provided and given to you on arrival to wear.

- Patients must arrive 5 mins early for their appointment. Please call the practice to let us know you have arrived, wait outside the practice, you can either wait in your car parked in the designated parking areas, or at the main entrance by foot. The reception will then allow you into the building. **The door will now be kept locked.**
- When you enter the building, you will be given a mask to put on, you should proceed to the floor marking which reads "please wait here" your temperature will be taken and you will then be given hand sanitizer.
- If for any reason you fail the temperature test or do not pass the screening criteria, you will be asked to leave the practice and reschedule your appointment.
- You will be escorted to the "Buddy Nurse" who will then take you into the surgery. If you are asked to take a seat in the waiting area. Please note there will be limited seating in the reception area, as we are abiding by social distancing guidelines, so please take a seat where the floor stickers read "please keep your distance" but we will endeavour to keep your wait to a minimum.
- Once you have entered the surgery you will be greeted by your dentist and nurse who will be wearing full PPE (personal protective equipment).
- You will be asked to place all personal belongings, including your face mask, into a plastic storage box.
- Once seated in the chair, your dental consultation/treatment will commence as usual

Leaving the clinical setting

- Once you have collected your personal belongings, you will be asked to place your mask on.
- You will be collected from the surgery by our practice 'buddy nurse' and escorted back to the reception desk, where you can make payment if necessary, any future appointments needed will be made via telephone after the appointment.
- You will stop at the second designated hand sanitising zone upon exit where you can dispose of your mask in the bin provided.
- Once each patient has left the practice setting, a strict cleaning protocol will be followed.

We want to thank you again for your continued patience and understanding during this difficult period. We are Excited to start welcoming you all back very soon! We have missed you all!

This information is subject to change as we continue to review our protocols regularly

