

To have an idea of what to expect when you make your appointment, please take time to read through the following few paragraphs

Prior to your appointment:

- 1) Please fill out the patient assessment form (PAF) online, available on our website. If you cannot complete this online then please let us know and we will email or post one to you. This will need to be returned to us before your appointment. The PAF includes a new Covid-19 section, which will allow us to assess your level of risk for coronavirus infection before you attend the surgery.
- 2) There may be a need to carry out a remote assessment by phone or video link in order to establish further details before you attend the practice.
- 3) Please note, to ensure as little contact as possible, we request that all payments are taken, wherever possible, before you attend the practice.

Appointment

When you arrive at the practice:

- 1) Please note that you will not be able to use the washroom facilities at the practice. If it is essential that you need to use the washroom, please inform a member of staff.
- 2) Please phone the practice to inform us you have arrived
- 3) Please wait outside the practice until you are asked to come in
- 4) One of our team will open the door and may take your temperature, using a contactless thermometer. In addition, your Oxygen levels may be assessed. As long as you are not showing any signs of Covid-19, you will be able to enter the practice. Please note you may be asked to wait outside depending on the number of patients we have inside the surgery. If your temperature is above 37.8°C, you will not be able to enter the practice and will be asked to return home and self-isolate as per current government guidelines.
- 5) You will be asked to sanitise your hands using an alcohol containing gel
- 6) You may be given a surgical face mask to wear until you are ready for your treatment.
- 7) If you have any belongings with you, you will be asked to place these into storage outside of the treatment room. We advise that you only bring essential belongings with you. During your treatment:
 - 1) You will be escorted by a nurse to the dedicated treatment room. You may be taken around the back of the practice to enter into the room. Please note that this may not be the normal room that you usually see your dentist in.
 - 2) You will notice that your dentist and nurse may be wearing different personal protective equipment
 - 3) You will be asked to wash and sanitise your hands
 - 4) You will be asked to remove any face mask.

6) You will be given appropriate protective equipment to wear, which normally consists of goggles and an apron

7) Before leaving the treatment room, you will be asked to sanitise /wash your hands and to wear your face mask again Before leaving:

1) Once you have left the treatment room, you may be escorted by a member of staff back to the waiting room, where our reception team will assist you further and you can collect your belongings. In some circumstances we may use other exit points from the practice. 2) You may be asked to dispose of your mask in the dedicated clinical waste bin 3) You may be asked to sanitise your hands using an alcohol containing hand sanitising gel, before leaving the practice.

Tips for your appointment:

Please allow plenty of time for your appointment Please only bring a chaperone with you if it is essential. For example, under 18, medical need. If you need a chaperone, please bring somebody who resides with you.

Please avoid using public transport, if possible

Please leave all belongings in your car, or if using alternate transport, please only bring essential belongings with you

Please only use the bathroom facilities at the practice if it is absolutely necessary. When using the restrooms, please do your best to ensure that you leave the facilities as clean as possible. The restrooms will be regularly disinfected between patients. Please bring an umbrella and wear suitable clothing for the weather in case you are asked to wait outside.

We advise that you go straight home after your dental appointment and have a shower/bath and wash all of your clothes that you were wearing to the appointment.

We regret that during this interim period, we will not be providing our normal tea and coffee services in the interests of keeping all opportunities for cross infection to a minimum. Please note that all of our staff will be wearing personal protective equipment. There may also be a screen at reception and/or the receptionist may be wearing a mask and /or safety goggles.

All of these new measures may seem quite daunting at first. However, please remember that behind those masks, we are still your same friendly Frays team, who will always put your safety and care first. Please rest assured that we are taking every step to make Frays Dental Centre as safe as possible and if you have any questions please do not hesitate to contact the practice where we can talk to you further and ease any worries that you may have.

Yours sincerely,

All at Frays Dental Centre