

# CORONAVIRUS (COVID-19) Update

18<sup>th</sup> July 2021

While many things have changed, due to Covid-19, one thing has remained the same: our commitment to your safety. We thank you for your patience and understanding at this time.

We are providing telephone consultations with a member of the team prior to booking face to face appointments for all routine and emergency care. You will see some changes when it is time for your next appointment.

## Before attending the practice:

- If you need an appointment you will have to organise this with the practice over the phone. Please do not attend the practice without an appointment.
- You will only be seen if you have updated your medical history 2 days before
- We will carry out a pre-attendance assessment on the phone
- We would recommend that patients in high-risk and extremely high-risk groups delay non-essential dental treatment for as long as possible until the trend of the pandemic becomes clear. We are running some sessions for our vulnerable and shielded patients. To find out whether you are in a higher or very high-risk group please see the link <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/>
- When travelling to the practice, we would recommend that you limit your close contact with other members of the public as far as possible. If you can drive or be driven and picked up by somebody with whom you live, this would be ideal in case you need to wait in your vehicle.
- Please attend alone if possible (unless a child or vulnerable adult).
- Try not to bring any unnecessary bags or belongings with you.
- Please attend punctually at the time of your appointment and avoid waiting in the practice unnecessarily. Appointments will be managed to allow for social distancing between patients.
- Visit the bathroom BEFORE coming to the practice, you will have access to the usual toilet facilities but with enhanced cleaning regime it would really help us if you did not require this facility.
- We will attempt to complete treatments to avoid second visits and to reduce your travel.

## Arriving at the practice:

- We require all patients arriving at the Practice to wear a face covering in line with government guidance for healthcare premises, unless you have informed us of any exemptions which may apply to you.
- Your temperature may be taken (contactless). Should this be above the normal range, then we may ask to re-schedule your appointment.
- We will ask you to hand sanitise and place your belongings in a lidded plastic container in the surgery.
- Our team is going to be wearing additional personal protective equipment (PPE). Rest assured, behind the mask, visor, and gown are the same friendly people you have trusted with your dental care in the past.

- Seating in the reception area is limited and has been arranged for your safety and so that it complies with the Government's social distancing guidelines.
- No cash or cheque payments will be accepted. Payment is accepted by credit card, debit card via Chip and Pin, via Apple or Android pay or BACS / bank transfer prior to the appointment.
- All future appointments will be confirmed by email or telephone to limit your time spent at reception.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practices.

For further health information and advice please visit [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

For emergency dental advice please contact reception on

Aycliffe Dental Practice: 01892 833926, [paddockwood@aycliffedentistry.com](mailto:paddockwood@aycliffedentistry.com)

Whitstable Dental Centre: 01227 773175, [whitstable@aycliffedentistry.com](mailto:whitstable@aycliffedentistry.com)

Swalecliffe Dental Centre: 01227 794775, [swalecliffe@aycliffedentistry.com](mailto:swalecliffe@aycliffedentistry.com)

We sincerely wish good health for you and your families during these uncertain times.

Yours sincerely

Elizabeth Hartle

Owner Aycliffe Dentistry