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# Church Road Dental Practice

269 Church Road, Redfield, Bristol BS5 9HT  
(0117) 9540351

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## *IMPORTANT NOTE*

*Due to the Government's guidelines we will be seeing fewer patients each day. Please be patient with us. We have a backlog of patients to see and are trying to prioritise those in most need.*

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Dear Patient,

Due to the COVID-19 Pandemic, your next visit to Church Road Dental Practice will be a little different. Whilst many things have changed, we want to reassure you that we remain committed to your safety.

Please understand all these steps are to keep you, your families, and our staff safe throughout this difficult period.

## *YOUR NEW PATIENT JOURNEY TO THE PRACTICE*

### **BEFORE THE APPOINTMENT**

You must have a booked appointment to visit the surgery.

You will be contacted by telephone a couple of days before your appointment and asked some questions about your COVID-19 status and to update your medical history to assess the risks associated with your visit to the practice.

You will be asked to attend the appointment alone unless a guardian or carer is absolutely essential.

### **APPOINTMENT DAY**

Please bring as little as possible with you on your visit to the practice. We would recommend only your keys, your phone, your wallet, and a pen.

We are discouraging patient use of our toilet facilities so please consider this before leaving home.

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If you have driven to the surgery, please stay in your car. We will call you when we are ready for you to come into the practice. Upon receiving a call from us, proceed to the practice and knock on the door and a member of staff will greet you.

If you are arriving on foot or public transport, please observe social distancing guidelines and wait for our call. Please do not come to the practice until you have received our call. You will not be able to wait in the waiting room as we need to limit the number of people in the building.

On arrival at the surgery the main doors will be shut to help us meet social distancing guidelines within the practice. Our building is small, so we have reduced the number of surgeries in use.

If you do not own a mobile phone, please knock on the door only at your allocated appointment time.

## **ENTERING THE PRACTICE**

Things will seem a bit different. Our reception staff will sit behind a perspex screen. Please be assured these changes are to protect you and our staff.

You will be asked to turn off your mobile phone.

You will be asked to use the hand sanitiser provided. Please rub the hand sanitiser all over your hands, for at least 20 seconds. We have provided a poster to give you guidance on how to use the hand sanitiser most effectively.

Our receptionist will take your temperature and confirm the answer to the questions we asked you beforehand. If the answers remain the same, we will ask you to sign the COVID-19 questionnaire using the pen you have brought. If any of the answers have changed, we may need to reschedule your appointment.

You will then be escorted to the surgery. You may be asked to leave any loose belongings outside the surgery to limit the chance of cross-infection, so please try to keep them to minimum.

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## **IN THE SURGERY**

Your dentist and assistant will be wearing personal protective equipment (PPE) so may look quite different to normal.

Please remember it's the same friendly team underneath!

We have different levels of PPE depending on the procedure we are performing and may ask you to rinse your mouth before treatment commences.

We have always maintained the highest standards of infection control and will continue to do so. We remain committed to your safety.

## **LEAVING THE SURGERY**

After your treatment we will maintain social distancing and if payment is required, we would request you pay by card and avoid cash.

If further appointments are required, we will contact you by phone to arrange this later.

Before you leave, we recommend you use the hand sanitiser once more.

We look forward to seeing you soon and thank you for your continuing support and understanding.

Kind regards,

Church Road Dental Practice.