



Dear Patient,

Following the exciting news from the government last week we are delighted to inform you that we will be moving into the next phase of the 'return to work' from the 29th June. This will allow us to carry out non urgent treatment, without aerosols initially (the drills and scaling of teeth for example). We will then move to phase 3- with the provision of aerosol procedures in a very short period after this.

As you will be aware, the Government advised us to cease all routine dentistry and aerosol generating procedures on the 23rd March. It has been a long 3 months for everyone and we know that there are many of our patients in dire need of treatment. We will be triaging our patients and prioritising those who have had dental emergencies or appointments cancelled, in order of urgency. Please do not attend the surgery unless you have appointment and please be assured we will be in touch with those patients who require treatment. All routine examinations will be scheduled in the very near future.

The return to work is a phased return like so many other industries, and we are still constrained by the social distancing measures and the PPE requirements of our industry.

Our patient journey has changed, to allow us to guide you through a comfortable, relaxed and safe appointment.

Stormont Dental Care Patient journey

- ***Whenever you make your appointment screening questions will be asked on this call.***
- ***You will be asked whether you have been in contact with anybody who has been unwell or exhibited the symptoms of Covid-19 or if you have experienced any of the symptoms yourself. Please bear with us as we engage in this thorough line of questioning- it will enable us to ensure we keep our staff and patients safe. If you do have symptoms or answer positively to any of the questions, we will simply postpone your appointment for 2-3 weeks.***
- ***We would ask that you attend your appointment unaccompanied. This is to reduce the number of contacts and people in the building and encourage social distancing. We understand that on some occasions, patients need to attend with parents or carers, this is perfectly acceptable!***
- ***Please don't be offended when we no longer shake your hand or occasionally hug to say hello! We would appreciate it if you could use your elbow/ shoulder***



to open any doors. Be assured we are wiping and cleaning those surfaces constantly through the day.

- *Please leave non-essential belongings at home or in the car. Essential belongings will be placed in a box and left in the surgery with you.*
- *We would prefer not to handle cash and ask that you use card payment when possible- ideally contactless. We can use a cotton bud to use the card machine and we wipe it down after every use.*
- *It would be a good idea for patients to be hydrated and we would suggest you visit the bathroom prior to a dental appointment. The toilets are currently out of use due to the pandemic.*

Arrival

- *When you arrive, you will be asked to wait outside, or in your car and call via your mobile phone or SMS. When the clinician is fully ready we will ask you to come into the building. This is to minimise the number of people in the communal areas.*
- *A member of staff will greet you at the door and ask you to wear your mask before entering the building. You will be asked to use hand sanitiser when entering the building and given a plastic bag to store the mask while you are in the dental chair.*
- *You will be welcomed by your dentist and nurse when you enter the surgery. We will be in our full PPE uniform which we know can look a little excessive and off putting for some. We promise it's just us and we are smiling behind those massive face masks!*
- *Once your treatment is completed we will ask you to replace your face mask and wash your hands before you leave the surgery. You will then be offered the hand sanitiser when you exit the building.*

Our appointments will be scheduled a little differently to ensure we can maintain suitable distances and avoid overcrowding of the waiting areas.

Although our standard of cross infection control was always of the highest standard, we have had to alter some elements due to the pandemic and this, with the enhanced PPE guidelines will lead us to have longer appointment times.



We have been planning and working hard since we last saw you, but the first few weeks back will not be back to normal-yet. We have been keeping up to date with a rapidly changing environment. We have sourced the appropriate enhanced PPE but as there is a worldwide shortage we will need to keep an eye on these levels.

Of course during this time, we have continued our practice expansion and we are very excited for you all to be part of our new enhanced practice! We will soon be able to offer 4 surgeries and therefore double the capacity to treat our patients. This will ultimately allow us to reduce the waiting list that has been created throughout the pandemic and ensure our patients do not have to wait too long for their next appointment. If you keep an eye on our facebook and Instagram pages we will soon be showing some sneaky photos of the new building..

As always we thank our wonderful and loyal patients for all your support during this time. We look forward to welcoming you back and experiencing proper hugs and contact again!

Team SDC