

## Patient Journey – post COVID closure

As we are sure you can appreciate the practice will be following an updated attendance policy in line with legislation and guidance. As such there are several changes for patients to be aware of:

Our new patient journey ...

Patients can only be seen by appointment in order that we are able to maintain social distancing requirements within the practice.

- We check your details with you. Ask you to complete a risk assessment and medical history remotely before attending. Our team will email these to you along with a patient information pack regarding your attendance at the practice during this time.
- Before attending a dentist may wish to have a video consultation with you where possible to assess your problem in order to plan treatment before you attend.
- Please travel alone where possible and endeavour to arrive five minutes before your scheduled appointment. If you are traveling by car, we would be grateful if you could wait in your car and call the practice on **0115 945 5664** to confirm your arrival. We will call you once we are ready to receive you and bring them straight into the surgery. It is important that you do not bring any personal belongings into the practice.
- On arrival, we will take your temperature with a no-touch thermometer. If your temperature is above 37.8°C, you may be unable to enter the practice and will be asked to return home and self-isolate as per current government guidelines.
- You will be asked to sanitise your hands on arrival and put on a mask.
- Payment for treatment should be made using a debit or credit card to allow a contactless transaction, ideally prior to attendance.
- Should you attend with any personal belongings you will be required to leave them outside of the surgery in a clear plastic lidded box.

All dental staff will be using personal protective equipment in line with current recommendations and evidence.

We apologise in advance for the necessary reduction in social interaction that this will necessitate. Whilst our PPE may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

If we feel that you are at risk of having possibly been infected, even if you are asymptomatic, we will respectfully request you to delay booking any appointments with us for at least one month.

If you are a patient in a vulnerable group, are self-isolating, or are shielding at present you should continue to do so but please do contact us for advice if you have a dental problem.

We will, of course, be in touch with all our patient's due dental examinations as soon as we are able to. If you are an existing or new patient and require an appointment or simply need help or advice, please contact the practice.

Thank you all for your patience and continued support.

Stay safe, from all of the team at Compton Acres Dental Practice.

Date: 25<sup>th</sup> May 2020