

## **Greetings from Abbey Road Dental**

It has been a difficult and challenging time for all of us and especially for those of you who were unable to access any treatment while suffering from dental problems.

To ensure everyone's safety we have put into place several steps, procedures, and protocols.

Please read about the measures we have taken so that your visit to the practice will be as smooth, efficient and safe as possible. We have always enforced the most thorough infection control and disinfection protocols which have been refined to specifically address the risks associated with COVID-19.

Prior to reopening, all the dental surgeries will have been deep cleaned and all surfaces will be treated with an antiviral coating. A schedule is in place for the careful cleaning of all clinical and common areas including door handles, bannisters, floors and hard surfaces with a viricidal bleach solution. We will also be using air purifiers.

### **Making an appointment**

Please e-mail us with your request for an appointment to:

[enquiries@abbeyroaddental.co.uk](mailto:enquiries@abbeyroaddental.co.uk)

Our practice co-ordinator, will then telephone you to schedule your appointment. She will ask you a series of screening questions to ensure that it is safe for you to visit the practice. Any patients with symptoms will be deferred for two weeks.

### **On the day of your appointment:**

- You can either wait in your car or at a nearby coffee shop or alternatively in the chair in the hallway on the ground floor (If you arrive late, we will not be able to see you)
- Come alone and bring minimal personal possessions

### **On Arrival**

- Your temperature will be taken using a contactless thermometer. If your temperature is above 37.8°C or if you have any associated symptoms, you will be asked to return home and self-isolate in keeping with government guidelines
- You will be asked to clean your hands using the hand sanitiser in reception
- Please wear a mask whilst in the reception area
- You will be called into the dental surgery as quickly as possible and you will be given a peroxide mouthwash to rinse for 30 seconds. This has been shown to be effective in reducing any possible viral load in your mouth
- All our staff will be utilising personal protective equipment in line with current recommendations and evidence including masks, visors and protective clothing as appropriate for your specific treatment
- If you need to use the waiting room, please observe the recommended social distancing regulations

## **After your appointment**

- We will arrange a follow up appointment if required on the day
- All patient reception areas will be wiped down before and after your appointment and any card payment machines used will be disinfected after each use
- Please observe the recommended social distancing in reception

Please rest assured that all the steps we have taken are to ensure your safety when you visit the practice. We will be reviewing and updating our protocols and procedures in line with the guidelines and the scientific evidence, and will keep you updated. If you want to discuss any aspect of your dental care before your appointment, please do not hesitate to contact us.

**Due to all our staff having to use personal protective equipment in line with current recommendations including masks, visors and protective clothing as appropriate for your specific treatment, there will be an additional charge of £15.00 to £40.00 per appointment.**

Finally, we would like to thank you for bearing with us during this challenging time, for your continued faith and confidence in the care that we provide and for your support.

We look forward to welcoming you to Abbey Road Dental

With best wishes

Dr Diana Spencer and the team

