

Dear Patient (and Parents or Guardians where applicable),

Routine dentistry during COVID-19 requires the correct social distancing measures and personal protective equipment to be in place. That is why routine dentistry was suspended with the outbreak of coronavirus. In England, dentists can return to work from 8 June.

What will your dental appointments be like?

We will be working hard to source protective equipment and put measures in place to maintain social distancing measures. In England, many will not be able to offer all treatments from 8 June, but practices will need to prioritise their patients based upon their needs.

- If you call to make an appointment, you will be asked some screening questions. You'll be asked those same questions again at your appointment
- You will probably be asked to use hand sanitiser or to wash your hands when you arrive (and again before you leave)
- You will also find that waiting rooms might look a little different with two metre markers in place
- You will also notice that the dental team may be wearing different protective equipment to what you are used to seeing
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.

Referrals for certain procedures

Even after your practice has re-opened, please be aware that you may need to be referred to an urgent care centre for treatment.

Some procedures won't be offered right away in every practice. The supply of essential PPE (particularly certain masks) dictates whether a dentist can offer aerosol-generating procedures. As a result, many practices will continue to triage their patients to urgent dental centres for such treatment.

How you can help:

- Children must attend with their parent or legal guardian.
- With the exception of children and persons in need, patients should come alone.
- Do not bring additional family members/siblings unless absolutely necessary
- A distance of at least two metres must be observed if another patient is present in the dental practice
- Staff will not shake your hand
- If you show symptoms following appointment booking, you should contact the practice by phone
- Please do not arrive early to the practice. If necessary, you should wait outside the practice
- Please do not arrive without an appointment
- Patients should attend wearing a mask if possible or be prepared to wear one

- Legal guardians should wear a mask. They may also be asked to wear shoe covers during the child or relative's appointment and this will be provided by us.
- Patient's temperature may be taken on arrival
- Depending on the procedure you may be asked to sit further away from the dental chair than normal.
- For certain aerosol-generating procedures (AGPS)- that require using the drill (e.g fillings and pulp treatments) or cleaning, the dentist may discuss alternative treatment plans with you.
- There will be limitations on the number of appointments available. This is to allow social distancing between patients. Please try and group children from the same family together in a time slot.
- We will offer longer appointments to complete as many treatments as possible during one visit.
- Patients with underlying health conditions will be offered special appointment slots, like early morning or late afternoon to eliminate the risks of contamination.
- Patients will notice that our waiting room no longer offer magazines, children's toys, and colouring as those items are difficult to clean and disinfect.
- We will do our best to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any time.
- Please prepare your child in advance that the dental team may look different from usual as they will have PPE on.

It will likely be some time before dental services return to what you previously experienced as normal.

However, we will be doing all we can to ensure you receive the treatment you require in the safest way.