



APPOINTMENT PROTOCOL

Unfortunately Covid 19 has left all dental practices including us quite behind. This is because most people stayed away during 2020 and are now looking to come back for check ups and treatment. We now have to extend appointment times which means less appointments in the diary and we now have to wear respirators when using dental drills. As you can imagine respirators can be exhausting to wear and staff can only wear them for 45 minutes at a time. We also have to let our rooms fallow for 30 minutes after treatments, which means two dentists have to rotate our three rooms. Treatment times are ridged in the diary to allow for a smooth running surgery as much as possible, we therefore can not book any patient straight in for treatment.

All patients must have a check up first and come back for treatment.

Our wait times are approximately 3 weeks for check ups and 8 weeks for treatments.

Check up with no scale and polish

Although we appreciate our patients like to have their teeth cleaned as part of their check up, in order to keep staff or anyone in the building as safe as possible it is not a service we can offer during the pandemic. This is unlikely to change any time soon. If you need a clean you will be asked to come back to a separate clinic as we have to wear different PPE, and this PPE can not be worn for more than 45 minutes at any one time due to health and safety implications.

It is extremely important that even though we cannot offer this right now, we still check your oral health. When you have a check-up, we ensure you have no dental decay, that the soft tissues in your mouth are healthy and you show no sign of oral cancer. We encourage all patients to keep to their recall, but please bear in mind, those that clinically need a clean will need to wait until their next check-up or go on the aerosol waiting list.

Hygienist

At present we can not accommodate a hygienist as well as a dentist on site, this is due to what is called a fallow time when we use drills. We must leave the surgery for 30 minutes to allow for aerosol to settle before anyone is aloud to enter again. The dentist must use all three rooms and rotate them in order to see patients for treatments – this must take priority. We can however book private cleans with the dentist on call for £70.00 – please ask reception for details.

Appointment times

As we always do, we will try to accommodate your request for certain times as best we can. Please bear in mind that right now appointments are very limited and we may need you to be more flexible to get you seen.

Protocol

The door will be locked when you arrive for your appointment – please arrive at your appointment time in case it is raining and wait for us outside. You do not need to knock we know you are waiting and will come for you when the patient inside has left.

Please come wearing a mask, we request you wear a mask even in the surgery when speaking with the dentist at a distance of 2 metres. When she is ready to look inside your mouth you can remove the mask. We ask when you move from the dental chair you put the mask back on before you speak, and wear it until you leave the building.

Please come alone, if you require a chaperone on medical grounds please let us know so we can accommodate you.

Your temperature will be taken on arrival, sometimes if it is warm outside or you have walked you might appear to have a temperature when in fact you do not. In this instance we will ask you to stand in the shade and re-test you again 10 minutes later – please do not be offended if we ask to re-test you, its for the safety of everyone including yourself.

You will be asked to wash or sanitise your hands on arrival and then be escorted to reception where we ask you to sign consent forms before taking you into the surgery to see the dentist.

Please bring a list of any current medication you take

Patient portal

We have now gone paperless. This is to limit the amount of time patients are in the surgery and to help with cross infection (handling bits of paper between patient and reception). These forms are mandatory including a covid health questionnaire.

Informing you of any risk

If a member of staff falls ill with Covid-19 symptoms within two weeks of your visit, you will be notified by us immediately and advised what to do next.

Please ensure that you also notify us if you fall ill with Covid-19 symptoms within two weeks of visiting the practice.

Thank you and stay safe
Blackfen Dental care