

Shepperton Dental Care- Post Covid-19

We would like to thank all our patients for their understanding and patience in this very difficult time of extended practice closure.

What are we doing right now at Shepperton Dental Care?

Our aim is to create a robust “**gold standard**” of precautionary procedures and protocols that will protect our patients and staff to ensure we are **all as safe as possible in every situation**. This goes far and above any recommendations likely to be put in place by the authorities.

Before you visit us:

1. We will give you a courtesy call to check for any issues surrounding your general health as well of course as asking about any signs and symptoms of coughs, colds and other signs of respiratory infections. We will also ask Covid-19 specific questions.
2. There will be contactless payments available. This will greatly help limit your waiting time at the practice and help prevent the build-up of significant numbers of people together in our waiting area.
3. We will ask you to complete and update your medical history questionnaire which will be sent to you via e-mail. **PLEASE DO LET US KNOW YOUR E-MAIL ADDRESS IF YOU HAVE ALREADY NOT DONE SO OR IF YOU HAVE CHANGED YOUR E-MAIL.** Please send your e-mail address to info@sheppetondentalcare.co.uk
4. We ask you to please be on time and to stay in your car or outside the practice if you have walked, until the receptionist calls you to come into the reception area.

These measures are highly recommended and are based on the proven best practice safe steps taken in Denmark, Germany, Spain and many other countries.

We would recommend that patients in the higher risk category delay non-essential dental treatment for as long as possible until the trend of pandemic becomes clear. The following link will give you further information

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus>

We will notify you if we feel that your treatment should be delayed.

When you arrive:

1. We will try to strictly limit the number of patients waiting and you may notice our appointment times are a little different; this is so we can stagger the arrival of our patients to help maintain social distancing as far as we reasonably can. If possible, we ask that only the patient attending an appointment arrive to minimise the amount of people entering the practice. Should this not be possible for example, children who are attending an appointment we ask that only the child and 1 parent/guardian attend. Carers will be asked to wait in their cars until the end of the appointment when we will call them.
2. We will need you to use our **special disinfectant hand rub**
3. We may ask you to use a special anti-viral **mouthwash** to cleanse your mouth and throat.
4. We will no longer offer magazines & children's toys, since those items are difficult to clean and disinfect.

The steps we must take to prepare ourselves and the treatment room:

In an unprecedented endeavour, we have taken many steps to protect the safety of our team and most importantly to us – our patients: –

- As a Team we will arrive at the practice and get changed into our work clothes and change again before we leave the premises.
- All surfaces including door handles, flushes in our washrooms, etc will be disinfected and **wiped down three times in the day** – before work, at lunchtime and after work. We will use a special products that are effective against viruses.
- **We will be using lots of extra layers of protection for you and our team.** This includes expensive respirator masks, special gowns, hats, eye protection and visors – we are sorry, but we will sometimes look like we are in a hospital! Suppliers in the UK are overwhelmed with orders; however, we will ensure we surpass the guidelines the NHS set in due course and add additional key protection (see below!).
- **New air purification and disinfection units** – as you know, Covid-19 is an airborne virus and even when simply breathing and speaking infected people can accidentally expose others to risk. To protect you and the team we will be investing in very high specification air purification units.
- These scrub the air of ALL germs as well as ALL noxious chemicals and keep the air clean and healthy for YOU and the team whilst you are in the treatment rooms and reception areas.
- **Patients at high risk** – we are aware that some of you are deemed higher risk patients, e.g. the elderly and people with certain health problems. We will discuss this with you when we book your appointments any special requirements you may have, and I emphasise your well-being is our number one priority. If needed, we will spend more time to ensure that those most in need are not put at added risk and we will try and accommodate you.
- **Dental dam and other devices** – We may use a sheet of material to isolate a tooth or teeth before we commence some treatments. Using a special powerful suction, we will keep you safe and comfortable as required whilst we do the work.
- **Extra Time** – Shepperton Dental Care will be providing additional time between patients to allow for decontamination procedures, for any treatment overruns and to allow preparation time for the next patient so that they do not need to wait in the reception area.
- **Extra staff training** – by the time we are back, **ALL our staff** will be experts in the latest methods of caring for our patients. We have all taken a course on Coronavirus (Covid-19) Awareness, the certificates will be on display.

- We will **make sure that all the work surfaces are cleaned thoroughly between patients** and allow adequate time for the air purification and disinfection system to clean the air. This takes a little more time and you may notice many changes when you next visit!

All dental staff will be upgrading their personal protective equipment in line with current recommendations and evidence including FFP2 and FFP3 masks, visors and protective clothing as appropriate. We apologise in advance for the necessary reduction in social interaction that this will necessitate. Whilst our garb may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

So, as you can see, we are taking every conceivable reasonable step we can to take care of your wellness. However, rest assured that we will treat you with our customary good humour and of course kindness and respect. We love helping our patients at Shepperton Dental Care and we will do everything we can to assist you.

We are now also able to offer [free online Consultations](#) so that you do not have to come in unless it is necessary, we simply send you a link to get you started, please ask for further information should you prefer this.

I know that we will be extremely busy however if you have particularly urgent needs please do let us know and we will make every effort to help. As a team we have decided to offer some extended opening hours if needed and of course we will prioritise urgent treatments. If you have an emergency, or we may have inadvertently forgotten about you, please call us on 01932 252523 and we will be sure to help you.

In the meantime, we may be contacted during normal working hours on our surgery number as above and as always if you have an emergency outside of those hours, I will personally take emergency phone calls on my mobile number **07837 897235**. These are unusual and tough times for all of us, thank you for your patience!

Whilst you are home bound due to the lockdown, if you have a friend or family member who needs dental care or advice, then I would recommend two things at present: – They should have a detailed look at our informative website www.sheppertondentalcare.co.uk

They can call our helpful reception to discuss any worries or concerns. As a Team, we always assure you of our best attention. Please keep safe.

Hoping to see you all soon!

Dr Pardeep Padda and the Team at Shepperton Dental Care