



17th May 2020

Dear all,

I am thrilled to have seen some of you on the television, or heard your voices on the radio talking about your community spirit, and your activities to assist others during the pandemic. I have also been overwhelmed to hear of some adventurous journeys of how people were stranded in countries such as India, Morocco and Spain, and how you managed to return to the UK to then be faced with self-isolation and quarantine for 2 weeks; there are certainly a few books that could be written.

There have also been people I've spoken to now, who have been challenged enormously with ill-health, both related and not related to COVID-19. My thoughts, and my team's thoughts, are very much with all of you.

COVID-19 is a game changer concerning social contacts until we have a fully tested and approved vaccine. As I am waiting for guidance to reopen the practice, your safety and the safety of my team are of paramount importance. I can't emphasise enough how cross infection control has always been a major part of dentistry and I am now hearing that people in the dental field have been approached to advise other organisations and departments on cross infection prevention and control.

As mentioned in my last letter there will be some changes to the patient journey in the practice to follow social distancing rules:

Patient Advice:

Triaging your Treatment Needs

- If you answer 'No' to all the questions below, then you will be able to attend your appointment.
- If you answer 'Yes' to any of the questions below, then you will receive further advice on how to proceed.
 1. Are you a shielded patient?
 2. Have you been exposed to or developed Coronavirus (COVID-19)?
 3. Have any of your work colleagues or family (household) gone into self-isolation?
 4. Have you had, or are you experiencing any of the following symptoms?
 - Loss of smell and/ or taste
 - High temperature (37.8 degrees or above)
 - Persistent cough

Social Distancing

- Only arrive at the practice at the time of your appointment to minimise the number of people in the practice at any one time.
- Attend on your own, or, with a carer/ parent as required.
- The main practice door will be locked. You should wait outside until we unlock the door.
- You will exit the practice through the fire exit door.

Tel: 01509 856 041

Email: contactus@brookviewdentalcare.co.uk

Web: www.brookviewdentalcare.co.uk

- On entering the practice you will have your temperature checked, and ideally, you should report your temperature to us prior to entering the practice.
- On entering the practice you will need to sanitise your hands.
- On entering the practice you will be asked to wear a mask or a face covering if you are going to remain in the waiting room, but not if you are going straight into the surgery.
- You will only return to reception if you need to make appointments, purchase sundries or pay for treatment, and only if there is no other way to do so.
- Vulnerable patients will have tailor made appointments to avoid contact with other patients.
- Handshaking will be avoided.
- The hanging of coats and bags should only happen on the coat hanger outside Surgery 1. The coat hanger near the entrance door must not be used.

Sitting:

- There will only be two designated areas for sitting in the waiting area. Both areas will have two chairs; one with arms and one without arms.

Equipment:

- You are encouraged to bring/ use your own pen if signing is required
- You are advised not to bring multiple bags, heavy items, food or drink into the practice, and not to wear heavy jewellery.

Sneezing and coughing:

- You should sneeze or cough into a clean tissue, and dispose of it immediately in a nearby waste bin. If this is not possible, then you should sneeze or cough into your upper sleeve. A poster will be in the waiting area advising of this.

Payment:

- Payment should be made preferably by card; however, all methods of payment will still be accepted.

Treatment:

- Elective procedures may be deferred or reassessed, depending on incoming and evolving guidance.

Waiting Area/ Reception:

- No magazines or toys will be available.
- Air conditioning will not be used until we receive further guidance.
- You are advised against the use of public toilets where possible.

Patients discovered to have COVID-19 after attending:

- **If you have attended the practice, and subsequently develop symptoms, you must notify us as soon as possible so we can take appropriate action.**

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The telephone numbers for ringing in an emergency, or if you require advice, are still the same:

- **During office hours:** please ring **07533 765 841**.
- **Out of office hours:** please call the relevant number below:
 - Private patients should call 01845 469299
 - NHS patients should call 111

I have spoken to some of you regarding some dental concerns that you've had during lockdown, and I would encourage you to email or call the practice with any concerns you may have, in order to enable us to start planning your treatment needs.

My best wishes to all of you, and I will continue to keep you informed of any developments.

Please remember that behind each mask and additional PPE you will see we are still the same team

Whilst you may not be able to see our smiles, we would love to see yours!

Dr Niki Kitsiou

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