ForgeHouse Dental



Post-covid-19 reopening policy

We would like to thank you for your patience during the period of temporary closure of Forge House Dental. We were instructed by the Chief Dental Officer and CQC on the 25th March to cease face-to-face contact with our patients due to the Covid-19 pandemic. This has been a frustrating time for the team at FHD. While we have missed seeing all of our patients, we have been led by the instructions of our governing bodies during this time.

We would like to thank you for your understanding and cooperation whilst we implement new measures at the practice to ensure the safety of our patients and staff. Taking instruction from our professional bodies and the government, our new policy outlines the modifications to our current procedures, which we will employ once the practice re-opens. At this stage, it is not apparent whether these procedures will be temporary or longer-term.

Timetable of our return

It is our intention for the practice to reopen to patients on 8th June.

The team at FHD have been working hard to prepare the practice for reopening and have updated our policies and protocols.

Initially we will prioritise the following patient groups:

* Patients with emergency dental problems that require urgent assessment and treatment.
* Patients with treatment that was incomplete before the practice was closed.
* Patients who were due for routine examinations and hygienist visits during the period of closure.

New Measures at FHD

We are extremely proud of our normal cross-infection control protocols at FHD. These cross infection measures have allowed us to protect all our patients and staff against all previous known pathogens.

It should be remembered that FHD is already an extremely clean environment and there is no evidence of Covid-19 transmission occurring in an increased rate at dental surgeries.

Please be assured that all clinical staff will comply fully with our updated procedures.

Patient communication before you appointment

The team at FHD will contact you prior to your appointment. We will ask if you could kindly:

* Update your medical history electronically if this is possible prior to your appointment. If you are having difficulties with completing the form please be assured the team at FHD are here to assist you.
* We will ask you to complete a covid-19 questionnaire to assess your risk of covid-19 before attending the surgery. If we believe you are at risk of being infected, even if you are asymptomatic, we will respectfully request you rebook your appointment with us for at least 2 weeks

Arriving and being seen at the practice

Please be aware of the following:

* When travelling to the practice, please do follow government guidelines and limit close contact with other members of the public as far as possible.
* Please do arrive on time for your appointment. You will be greeted at the door by one of the Team at FHD. Please be aware the front door will be locked until your appointment time.
* Patients should come alone for the appointment (with the exception of under 18’s and those with reduced capacity). If their chaperone has to remain on site, please consider social distancing regulations in the waiting room.
* We will take your temperature with a contactless thermometer prior to entry. If you are accompanied by a chaperone, the same checks will apply to them.
* We will ask you to bring minimum accessories which will be placed in a clean laundry type container as you enter
* You will be asked to wipe your shoes on a wipe, which we will place and dispose for you.
* You will be asked to sanitise your hands for at least 20 seconds.
* You will be escorted to the surgery. Please be aware you may not be seen in your normal surgery, but will be seen by your normal dentist.
* We will ask you not to touch any door handles or railings. Please be assured these areas will be disinfected regardless.
* The toilets will not be available.
* Although normally we would encourage you to brush your teeth at the practice we would ask if you could do this at home prior to your appointment.
* All surgery staff will be wearing enhanced PPE., including a as mask type respirator, gowns etc.

Dental Procedures

The team at FHD have spent time critically looking at every aspect of the practice to ensure your safety.

Whilst our PPE might make us look impersonal and distant, please be assured we are still the same friendly team underneath it.

We are mindful that some dental procedures are aerosol-generating procedures(AGP’s). We will be taking the following measures to reduce this:

* Use of our normal high volume suction, which reduces aerosol by 90 per cent.
* Use of a high power ULV fogger spray with Hypochlorus acid after every appointment.
* Use of an air filtration system in all surgeries.
* The use of dental rubber dam where appropriate which reduces aerosol by a further 30-90 per cent.
* We may ask you to rinse with 1.5 per cent hydrogen peroxide prior to any treatment, which of course we will supply.
* We will be providing a buffer period between patients to allow for additional time for decontamination. As a result you may be seen in another surgery than normal.
* All staff will be wearing high quality PPE.

Summary

We are extremely confident that we will be able to provide dental care in as normal an environment as possible, whilst bearing in mind our responsibility to mitigate risk of infection.

Our procedures and policy will be constantly reviewed and updated.

We are very much looking forward to welcoming our patients back to the surgery and hope you are all keeping safe! In the meantime, please do not hesitate to contact us with any further queries.

Sandeep

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