



Re-opening Policy



POST COVID-19 REOPENING POLICY



As you know, all dental practices in the UK were instructed to close in late March by the Chief Dental Officer due to the Coronavirus pandemic. We are now happy to announce that as of **17/06/2020** we will be reopening the practice for emergency treatments only, with other treatments being phased in gradually.

Our community has been through a lot over the past few months and all of us are looking forward to resuming some normality. While many things have changed, one thing that remains the same is our commitment to your care and safety.

You would have noticed in your previous visits that infection control has always been a top priority for our practice. With the current situation in mind, we want to inform you about the additional measures being taken to keep patients and our team as safe as possible.

Our practice follows infection control recommendations made by the Department of Health and Social Care – Health Technical Memorandum 01-05, as well as the Standard Operating Procedures as set out by the NHS. To ensure that we are up to date on any new clinical guidance, we also follow the advice of the NHS, CQC, Public Health England, the British Dental Association, and the General Dental Council.

Please note some of the necessary changes that have been made to help protect our patients and our team.



BEFORE YOU VISIT US



We will give you a courtesy call to ask about your general health as well as asking you about any signs and symptoms of coughs, colds and other signs of respiratory infections. We will also ask about the well-being of anyone in your close family circle. Please answer these questions as honestly and with as much detail as possible.

Appointments will be scheduled on the telephone in order to help maintain social distancing. Additionally, appointment times will be limited for your safety in keeping with current guidance on surgery cleaning and disinfection protocols.

We will ask you to pre-pay for your treatment planned for the day. This will greatly help limit your waiting time at the practice and help prevent accumulation of significant numbers of people together in our waiting area.

We are upgrading our dental software to allow you to update your medical history as well as complete any forms relating to your treatment in the comfort of your own home before attending your appointment.

Please ensure that any necessary documentation is completed fully beforehand. Where identification or other necessary documentation is required, please email this to **info@londoncitysmiles.com** so that this can be added to your file ahead of your appointment.

These measures are highly recommended and are based on the proven best practices in certain countries, where dentists have returned to work.



WHEN YOU ARRIVE



We ask that you arrive on time for your appointment and bring only the most essential personal items with you. Please refrain from bringing shopping trolleys and prams into the practice. Also note you will no longer be able to wait in the practice.

Please **attend alone** unless there are exceptional circumstances and if so, please let the practice know in advance. If the patient is a child only one adult can attend and for patients requiring support only one other person will be allowed in the practice.

We will request you kindly wait outside until we are ready for you. We will greet you, check that your **temperature** is normal and ask you to use the **hand sanitizer** provided. We will have a pack of a mask and a pair of gloves available for you at arrival. (please note these will change as the rules relax)

THE STEPS REQUIRED TO PREPARE OURSELVES AND THE TREATMENT ROOM



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

- As a team, when we arrive at the practice we will 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 regularly throughout the day.
- We **will be using multiple extra layers of protection for you and our team.** This includes high grade masks, gowns, hats, eye protection and visors – we are sorry, but we will sometimes look like we are in a hospital! Rest assured we are still the same kind and caring team underneath it all.
- **Patients at high risk** – we are aware that some of you are deemed higher risk patients, e.g. the elderly and people with certain medical problems. We will discuss this with you when we book your appointments any special requirements you may have as your well-being is our number one priority.
- **Dental dam and other devices:** We will use a sheet of material to isolate a tooth or teeth before we commence some treatments. Using a powerful suction, we will keep you safe and comfortable as required whilst we do the work. Some treatments can only be provided under rubber dam isolation. As such if it cannot be tolerated, we will not be able to provide treatment. If you have concerns regarding this please discuss this with the receptionist prior to booking your appointment.
- **Extra staff training** – by the time we are back, **ALL** of our staff will be expert in the latest methods of caring for our patients. We will make **sure that all the work surfaces are cleaned thoroughly between patients** and allow adequate time for airing and disinfection of the room and equipment as per the new guidelines.

We are taking all reasonable steps we can to take care of your wellbeing. However, rest assured that we will treat you with kindness, dignity and respect. We love helping our patients at London City Smiles, and we will do everything we can to assist you.

To cover some of the cost of the extra protection measures that we will be using, for all private treatments there will be an additional fee of **£30.00** per appointment. Although we are most reluctant to have to pass on these expenses, sadly it is unavoidable, and we hope you will agree that the standard and quality of care we offer is worth the relatively small added sum.

We were informed of the date of reopening on the 29th of May, and only yesterday the new guidance on the new way of working was released giving us very little time to implement the necessary changes. We will start calling patients towards the middle of next week who had scheduled treatments planned in March, April, May and June, which we have had to cancel. We know that we will be extremely busy and please bear with us during this time.

However, if you have particularly urgent needs please do let us know and we will make every effort to help.

We will be reverting back to our normal opening hours, but may need to open more clinical sessions if needed, prioritising urgent treatments. In the event that we might have inadvertently forgotten about you or you have an emergency, please call us on 02078372300 or email info@londoncitysmiles.com and we will be happy to help and advise you.



NEW PATIENTS ARE WELCOME



Whilst we have been housebound due to the lockdown, if you have a friend or family member who needs dental care or advice, then we would recommend the following:

1. Have a detailed look at our informative website www.londoncitysmiles.com
2. Call the practice on 0207 837 2300 to discuss any worries or concerns.



We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep our team and every patient safe in our practice.

These are unusual and tough times for all of us, and we value your trust and loyalty. Thank you for your patience and understanding!

Yours sincerely,

London City Smiles Team

