



01449 771 700



www.wedgwood-house.com



jill.geaney@nhs.net (medical)

enquiries@wedgwood-house.com (general)



Wedgwood House Dental Practice

Dr J.M. Geaney (proprietor)

B.D.S, M Dent Sci, M.Sc. Med. Ed.

100 Bury Street,
Stowmarket,
Suffolk, IP14 1HF

Covid-19 : Re-opening Plan

15th June 2020

Dear Sir or Madam

Thank you for your patience at this difficult time. Wedgwood House Dental Practice is preparing to open again in line with the Chief Dental Officer's guidance.

These preparations are concerned with keeping you safe, keeping practice staff safe and minimising the risk of you acquiring or transmitting Covid-19. In order to do this, some changes have had to be made to your patient journey through the practice.

1) You will be contacted before your appointment, typically by email or telephone. This will include: a Covid-19 questionnaire, a request for information about any change in your medical history and information about your visit. If you have had any symptoms of Covid-19 at all up to two weeks before your appointment: a new persistent cough, a raised temperature or a loss of taste or smell, please phone us to postpone your visit until two weeks after you last had symptoms.

2) If you have Covid-19 symptoms and you have an emergency, please phone the practice and one of the dentists will refer you for emergency treatment at a clinic that is set up to cope with a patient with this difficulty. **Do not enter the dental practice.**

3) Please try to go to the toilet at home before you come to your appointment. If you do have to go to the toilet whilst in the practice, please make sure that a member of staff knows about this: strict cleaning protocols have been put in place to avoid cross-infection.

4) Our drinking water machine is removed in line with NHS recommendations.

5) Please turn up to your appointment alone if it is just you with an appointment and no more than five minutes early. If the appointment is for you and your family member(s), you should all arrive together and stay together, collectively 2 metres away from other patients if possible. If there are too many people in the building, you will be asked to wait outside.

6) At busy times we will lock the front entrance door. Please contact the reception by mobile telephone and wait for call back when you will be invited to enter the building.

7) Please wear a simple face covering over the nose and mouth when inside the dental practice. For example, the type recommended by public transport.



Week-before check
How are you?



Call us if unwell
Do NOT enter





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8) On entering, please place your mobile phone and keys into your pocket, hand bag or into a plastic bag and keep them there unless you pay using your phone. These are items most likely to have come into contact with Covid-19 virus.

9) Just inside the door will be a hand wash sink. Please wash your hands with soap for 20 seconds and dry them. Please dispose of the hand towel in the bin provided.

10) Please use the floor markings to assist you in social distancing and remain 2 metres from other customers if at all possible.

11) Please come up to the desk to sign any forms, show any exemption certificates if appropriate, and make any payment that can be foreseen, such as your check-up charge. Please pay by contactless card if at all possible. The Clinipad used for signing forms will be cleaned between patients with an antiviral wipe. You will not return to the desk again once you have gone through to the treatment room.

We annually review our NHS and private prices on the 1st April. There have been minor changes to private charges, however NHS charges remain the same until an expected September 2020 review. More details on our website.

12) We will no longer be able to put papers, magazines or toys in the waiting room.

13) You will be collected from the waiting room as soon as possible and taken to the surgery where your treatment will be carried out.

14) Please be aware that for treatment which includes drilling or cleaning that produces aerosol (AGP), your dentist, hygienist and nurse will have to wear a gown, mask, visor and cap in line with NHS guidelines. **Please do not be alarmed.**

15) It is very unlikely that extra treatment will be carried out apart from that which is planned but in this unlikely event, you may be asked to pay again but using a roving card machine which will be brought to you.

16) You will not go out via the front entrance but will be escorted to the back door where you will need to use hand gel from our dispenser before opening the back door to leave.

17) Please contact us if you start with Covid-19 symptoms up to 2 days after you were last at the surgery. It is extremely unlikely that you caught it at the practice but it will allow the staff who came into close contact with you to go and get a test just in case.

This is a long set of instructions: it is to keep you and us safe. The more we comply, the safer we all will be. Please keep it in mind that we do not want to lose any patients to Covid-19 and please stay safe until we next see you. Providing us with your mobile and email contact details will speed up patient communications and can reduce Covid-19 transmission risks.

Yours Sincerely,

Dr J M Geaney and everyone at Wedgwood House Dental Practice.



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How are you?



Call us if unwell
Do NOT enter

