



20/05/2020

Dear Priory House patients,

We hope you are all well and managing to adapt to what is now 'the new normal'.

As you may be aware the team at Priory House is continuing to look after you during lock down and is managing patients queries and problems, remotely, by telephone and email. We hope that you have not been adversely affected by the restrictions placed on your dental care by the need to suspend face to face appointments.

At the moment there are no clear guidelines or date for when we will be able to re-open. However, the team are continuing to look, listen, research, and make plans towards our phased return to work.

Our Buildings

As with all practices, we have several communal spaces and have reviewed these areas to ensure we provide adequate protection for both staff and patients. The reception area is being modified to accommodate clear protective screens at the desks. We will also be modifying the seating in the waiting areas to comply with social distancing and providing patients with a face mask while in the practice. There will likely be more changes to adopt, such as staggered appointment times, once the new requirements are confirmed.

We are also installing some new digital systems at reception such as a 'self-check in screen' and 'paperless forms' using portable 'tablets'. This will help minimise the need for face to face contact in reception. In the near future patient portals will allow you to do a lot more remotely.

New Equipment and PPE

Dental teams are already used to providing the highest standards of cross infection control. At previous appointments you will have seen us washing our hands, wearing our PPE, and wiping down the surgery between patients. All the instruments are sterilised or, if single use, disposed of once your appointment is complete. With patient and staff safety being paramount we are upgrading our PPE to include gowns, visors, and head coverings for treatment, where necessary. We are also installing air filters to ensure a clean and healthy work environment to minimise the transmission risk of COVID-19 via aerosol procedures.

Prioritising Patients

As we mentioned we are awaiting further guidance from the Government and the professional bodies as to when we can re-open. However, we are planning a cautious, phased return to work starting as soon as we are allowed to. It is likely that we will be seeing those patients who have had dental problems during lock down and those with pain, as a priority. We will also look to finishing off outstanding treatment where this has had to be delayed.

We hope we will be able to then offer routine appointments as soon as possible. These too are important, as regular oral health checks help to identify problems at the earliest opportunity and minimise longer term problems.

Rest assured we will put in place whatever measures are required to allow us to resume safe and effective dentistry for you and your family. The Priory House Team look forward to welcoming you back to the practice in the near future.

For the time being will be continuing with our emergency service.

If you have an acute dental problem, please call 07594944756

For all other non-urgent enquires please email

appointments@prioryhousedentalcentre.co.uk

(please be patient for a response)

We thank you for your understanding.

In the meantime, stay safe and please contact us if you have any questions.

The Team

Priory House Dental Centre