



29/05/2020

Dear Priory House patients,

We were delighted to hear from the Government yesterday that dental practices in England are able to reopen from the 8<sup>th</sup> June 2020. We wish to share with you, how we plan to manage your appointments at Priory House Dental Centre.

During the lock down we have been re-organising appointments on a daily basis to move patients to when we might possibly reopen. As we are a larger practice helping around 6000 patients, this does take a considerable amount of time.

**For now if you currently have an appointment, please assume this will be kept until further notice.**

**If you have an emergency please see the details at the end of the letter, otherwise for routine appointments we would appreciate it if you could wait for us to contact you.**

### **Prioritising Patients**

Our intention is to see 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 very important, as regular oral health checks help to identify problems at the earliest opportunity and minimise longer term problems.

As I'm sure you can understand there is a lot to consider and a lot to put into place. We will need to carry out a full risk assessment to follow Government guidelines before re-opening. We are planning a cautious, phased return to work, starting as soon as possible from the 8<sup>th</sup> June.

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.

### **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.

We are also installing some new digital systems at reception such as a 'self-check in screen' and 'paperless forms' using tablets. These will be sterilised between patients, and 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 will share further information on how your visit to Priory House will change in order to stay safe and comply with the new Government regulations. We are currently working on a variety of models to test which is best and most effective.

For the time being we are 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](mailto:appointments@prioryhousedentalcentre.co.uk) (please be patient for a response)

The Priory House Team look forward to welcoming you back to the practice in the near future.

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

The Team

Priory House Dental Centre

Priory House Dental Centre would love your feedback. Post a review to our profile.  
<https://g.page/r/CUtoma91YsvQEAg/review>



### [Priory House Dental Centre](#)

★★★★☆ · Dental clinic · 77 Station Rd E  
g.page