

MouthMatters

June 2020

Welcome back!

After the surprise Government announcement allowing Dental Practices to reopen on 8th June, Cotswold Dental Wellness are proud and delighted to have been one of the first practices in England to open our doors on that date!

Whilst the practice has been temporarily closed during the COVID-19 crisis, Dr Claire Hudson and the team at Cotswold Dental Wellness have been working tirelessly behind the scenes, to make sure that once the Government gave permission for us to see patients face to face, we would be ready for you. As you will expect, things are a bit different here for the moment, and so we want to share with you how the practice looks and the measures we are taking to keep you, and us, safe.

Until we get back to normal, we will continue to keep in contact with you with our regular MouthMatters newsletters. We hope you're finding these helpful to keep your mouth healthy!



Our new look!

For the protection of all, we have made some changes inside the practice:

- A perspex screen is now across the front desk
- 2 metre social distancing markers are in place
- Magazines have been removed for now and the water and coffee machine are not currently in use
- Covid-19 information and signage throughout
- All door handles, including the entrance door, are wiped with a virucidal agent, every time they are touched, by staff or patients.
- Of course, all staff will be wearing the necessary PPE required for the protection of everyone - check us out in the photo here! >



Aerosol Generating Procedures (AGPs)

You will have heard a lot about aerosols over the last few months! An aerosol is a suspension of fine liquid droplets (which can carry Coronavirus) transferred through the air. This can easily happen by coughing and sneezing, or just talking and breathing. So, aerosols are in our every day lives.

In Dentistry we use equipment that produces an aerosol such as a drill or ultrasonic scaler, even the syringe used to wash and dry teeth. The aerosol produced by our equipment then mixes with saliva which creates an aerosol that is suspended in the air. This means that some aspects of Dentistry pose a high risk of transmission of Coronavirus to all patients and Dental staff.

We are using scientific, evidence-based measures to protect you and ourselves, but the advice for the moment is to avoid all aerosol generating procedures, such as routine fillings and ultrasonic scaling unless it is absolutely necessary.

Cotswold Dental Wellness is strictly following the recent guidance set out by the Faculty of General Dental Practice (FGDP), 'Implications of COVID-19 for the safe management of a general dental practice'.

The patient journey

We want you to know what to expect as you pass through the various areas of the practice, we call that 'The patient journey', and this is how it will look:

- If you are experiencing a dental problem, call the practice
- You will be asked a some questions by the Receptionist and may need clinical 'triage' to determine whether or not you should come in to the practice, particularly if you have been 'shielding' for age or health reasons
- If you require an appointment, you will be called the day before to make sure you are not suffering any symptoms of Coronavirus

On the day of your appointment:

- We would prefer you to attend your appointment by yourself if possible and any chaperone remain in your car
- We are trying to keep our toilet facilities for staff, and so please bear this in mind before you come
- Please bring only minimal belongings, a pen in case you need one and we suggest that our more vulnerable patients wear a face covering
- When you arrive at the practice, please remain in your car and call the receptionist. As we are operating a closed door policy, you will be called on your phone when we are ready for you
- We shall ask you to use hand sanitiser as you enter
- You will be directed straight to the surgery as we are not asking patients to sit in the waiting room
- We would prefer payments by debit/credit card if possible, this may be done over the phone
- Any follow up appointments will be made over the phone
- You must use our hand sanitiser before you leave the practice