

What Should You Do If You Think You Have Covid 19?

For your safety and ours it is important we are all aware of Covid 19 and the symptoms we can experience if we are infected.

In order to minimise the spread of Covid 19 you will receive an email or text to your preferred mobile phone number 3-4 days before your scheduled appointment, requesting that you read all of the pre-attendance information we have sent you. If you or anyone in your household is experiencing symptoms of Covid 19 infection we will ask you to re-schedule your appointment and refer you to government guidelines below:

The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)



For most people, coronavirus (COVID-19) will be a mild illness. However, if you have any of the symptoms above you must stay at home and arrange to have a test to see if you have COVID 19.

You can arrange a test at <https://www.nhs.uk/ask-for-a-coronavirus-test> , or alternatively additional information is available at www.gov.uk .

What Are The Risks To You When Attending Your Dental Appointment During The Covid 19 Pandemic?

Your safety and the safety of our team are paramount. The following information outlines the key points you need to know in order to make an informed decision when attending your dental appointment.

With over 22 million adults undertaking dental treatment every year in the UK, dentistry has proven to be a very safe environment for the delivery of all dental related care. We as a profession have protected both you and our teams against infections such as HIV (AIDS), Hepatitis B and C, and Mad-Cow disease for over 35 years. While Covid 19 is classified as a new strain of Covid virus, our existing sterilisation and disinfection procedures have been proven time and time again to predictably destroy Covid viruses, including MERS and SARS.

For many, the risks of acquiring a serious infection from Covid 19 are low. However, for your continued safety and confidence we have introduced enhanced infection control procedures to minimise the risk to both you and to our team. These enhanced procedures are also in place for those of you considered as vulnerable, or are shielding yourself or a family member.

Avoid touching your eyes, nose and mouth

Belonging to one of these groups does not exclude you from dental treatment, as our enhanced procedures are designed to minimise everyone's risk.

- Aged 70 + (regardless of medical conditions)
- Under 70 with an underlying health condition listed below (i.e anyone instructed to get a flu jab as an adult each year on medical grounds)
- Chronic (long-term) respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- Chronic heart disease, such as heart failure
- Chronic kidney disease
- Chronic liver disease, such as Hepatitis.
- Chronic neurological conditions, such as Parkinson's Disease, Motor Neurone Disease, Multiple Sclerosis (MS), a learning disability or Cerebral Palsy
- Diabetes
- Problems with your spleen – for example, Sickle Cell Disease or if you have had your spleen removed
- A weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy
- Being seriously overweight (a body mass index (BMI) of 40 or above)
- Pregnancy
- People who have received an organ transplant and remain on ongoing immunosuppression medication.

If You Belong To One Of The Following, You Should Consider Yourself Vulnerable

- People with cancer who are undergoing active chemotherapy or radiotherapy
- People with cancers of the blood or bone marrow such as Leukaemia who are at any stage of treatment.
- People with severe chest conditions such as Cystic Fibrosis or severe Asthma (requiring hospital admissions or courses of steroid tablets).
- People with severe diseases of body systems, such as severe kidney disease (dialysis)

As with all medical and dental procedures (and life in general), there is no such thing as no risk. We are confident however, that our additional enhanced procedures, PPE and team training will minimise the risk to both you and our team at this time.

We are more than happy to discuss any concerns you have relating to your treatment, our enhanced procedures, or any vulnerabilities by phone, or virtual video calls.

Please call us on 0117 9731910.

Warm regards,

Dr Neil Gerrard, BDS, RDT, MSc (Implants).



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What To Expect At Your Next Dental Appointment?

Following updated guidance regarding the provision of dental treatment in England, we are pleased to announce we will be reopening from the 15th June with a view to providing a phased introduction of both health and cosmetic related dental care.

We have seen internationally that dentistry remains safe for both patients and dental practice teams, with a number of European countries such as Germany continuing to provide care over the entire period of lock-down. Countries like the USA and Australia have been quick to restart dental treatment, and in all locations to date there have been no reported increases in Covid 19 cases as a result of dental treatment.

We are however following guidelines to maintain social distancing whenever possible and you may notice us wearing updated personal protective equipment (PPE) in order to increase levels of safety during this period. Please be further reassured that dentistry in the UK continues to have the highest standards of cross infection control.

We **apologise** in advance for any noticeable reduction in social interaction that this will necessitate. Whilst our PPE may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all. We will continue to provide you with pain free dentistry and make sure you remain informed on all aspects of your treatment along the way.

We have some minor changes to your journey when visiting the studio as set out below. We can also provide more detailed information on when and why we are working this way at your request.

We're sure you can appreciate that these simple changes are to the benefit of us all and relate to the latest guidance. These changes are as follows:

- Patients can only be seen by appointment in order that we are able to maintain social distancing requirements within the studio.
- You will receive a text via your mobile phone 3-4 days prior to you scheduled appointment requesting that you refer to all the pre-attendance information we have sent you. Please ensure you have no symptoms or have not been in contact with someone with Covid-19.
- Please call us to re-schedule your appointment if you have recently travelled abroad and are now required to quarantine on your return to the UK for 14 days.
- In order to minimise contact between yourself and team members we will contact you before your appointment to request pre-payment of your treatment at this time.
- Before attending, a dentist or one of our team may request a video consultation with you to assess any problems or concerns you may have. This will enable us to plan treatment before you attend and minimise delays to your care.



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- Please travel alone where possible and endeavour to arrive no sooner than five minutes before your scheduled appointment.
- You may be asked to wait in your car until the studio is ready for you in order to maintain social distancing. (While seating in our patient lounge is still available for those who need it, it will be limited in order to maintain social distancing.)
- Please bring your own face covering with you. We can supply a face covering, but please be aware supplies are limited and an additional charge may be applicable.
- On arrival, you will be asked to sanitise your hands when entering the building.
- We will check your temperature to indicate if you are carrying an infection.
- We will repeat our questions to confirm you are not considered at risk of transmitting Covid-19.

For anyone requiring a consultation without attending the practice we can provide this through Zoom and FaceTime video platforms. Please contact us to make arrangements for a suitable time.

To reassure all of our patients, there is currently no evidence to suggest that there is a risk of contracting Covid19 from dental procedures. However, these enhanced procedures will be present for as long as the virus is in the community to provide both you and us peace of mind and additional protection.

We do understand that as some of our patients are over 70 or shielding due to underlying health conditions you may be anxious to attend. We are happy to discuss any concerns with you individually to meet your needs.

If we feel that you are at risk of having possibly been infected, even if you are asymptomatic, we will respectfully request you to delay booking any appointments with us for at least 14 days and refer you to guidance regarding self isolation.

We thank everyone who chooses to visit and support us during this time. We are proud to serve our community, who have done so well in coming together and we look forward to seeing you as soon as we can.

Stay safe and well,
Warm regards,

Dr Neil Gerrard and the Clifton Dental Studio team

Welcome Back



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What Are We Doing For Your Comfort And Safety During The Covid 19 Pandemic?

Your trust, your comfort and your safety have always been a priority for me and the team at Clifton Dental Studio. With this in mind we have made a number of changes to maintain the best possible standards and care while Covid 19 continues to be present within our community.

In early June we received the guidance we required from the Chief Dental Officer for England to re-open. Since that time we have made a number of changes and enhancements to the way we provide care to you and your family.

So what are we doing for your comfort and safety?

- We have introduced new screening procedures on your arrival to the studio. (We will check you are feeling well and record your temperature.)
- We have introduced enhanced PPE (personal protective equipment) for both your safety and ours. (This may look a little scary, but please be assured we're the same friendly people underneath!)
- We have introduced new procedures for social distancing (closing our reception and patient lounge at this time).
- We have added additional sanitisation sites around the building, so we can all keep our hands spotlessly clean!
- We have introduced more virtual communication to minimise contact with the team (don't worry, if technology is not your thing, we can still chat normally over the phone).
- We have installed medical grade air sterilisation units to destroy all bacteria and viruses we breathe, sneeze and cough into the air (including Covid 19).
- We have undertaken additional team training, so you can be assured we all know how to keep you safe.
- And as far as our sterilisation and disinfection procedures go, we are continuing to meet or exceed the standards of care required by the Quality Care Commission (CQC).

It's important to us that you feel assured and comfortable when visiting us for care. If you have any concerns, please contact the studio and myself or one of the team will look to answer any questions you have.

Warm regards,

Dr Neil Gerrard, BDS, RDT, MSc (Implants)



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What To Expect From Your Upcoming Hygiene Appointment?

There are currently restrictions in place with regards to dental treatment due to the UK Covid19 threat level.

The main restrictions are to aerosol generating procedures (AGPs). This include the use of ultrasonic scaler and EMS air flow that we frequently use in our gum health appointments. This means will be returning to using hand scaling instruments only for these appointments. Our priority, at this time is to ensure we maintain dental health and prevent progression of gum disease. We remain committed to our pain free promise.

To minimise risk to you we will be restricting personal interactions between you and the number of team members you see during your visit, therefore we are unable to offer a visit from the dentist into the hygiene treatment room at this time. If you are experiencing pain or problems prior to your appointment, please alert the studio so we can arrange the care you need. It is likely you will be asked to attend a separate appointment to see the dentist or will be offered a telephone call with the dentist.

The hygiene and therapy team will be carrying out gum health appointment under 'direct access'.

Background

The General Dental Council permits patients to directly access the services of Dental Hygienists from 1st May 2013. Previously, a dentist would need to see a patient for an examination before referring them to the care of a hygienist.

Direct access

A Dental Hygienist can see you to provide advice on oral hygiene, diet in relation to dental disease and other advice such as how to give up smoking. Treatment will involve removal of hard and soft plaque deposits and surface stain. The hygienist will also diagnose gum disease and advise you on the background and progression, they can also formulate a treatment plan and take any relevant x-rays and advise of appropriate appointment recall.

Referral to a Dentist

A direct access appointment won't include a complete examination and a Hygienist is unable able to prescribe painkillers, antibiotics or any other drugs to alleviate symptoms. Only a dentist will be able to fully diagnose any tooth related issues such as decaying or broken teeth, however, our Hygiene team will advise you if they find such dental problems and any other issues, and will refer you to the care of a Dentist. If the Hygienist does refer you to a Dentist, it is in the interests of your health or because the treatment/diagnosis is outside of their scope of practice.

Our goal is to continue to provide you with the best health care available at this current time, with a view to returning to normal service as soon as we are permitted to do so.

Consent

I have read and understand the limitations of direct access to a Dental Hygienist and agree to be treated under direct access arrangements. I understand that the Hygienist is not responsible for the overall health of my mouth and that regular visits to a Dentist are still required, and arrangement will be made to be contacted or seen by a dentist at another time, should a concern occur.

Signed:

Date:

Name in capital letters:



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