

Dr Richard Beavan

Safety first. How we are protecting and caring for our patients in the new environment.

As a result of Covid-19/Coronavirus there are many changes to the way we will be looking after you when you visit our surgery.

The following notes explain all the different measures we have put in place to ensure your health and safety and the health and safety of our staff.

As a result of all the many changes we have introduced we are confident that we can welcome you back – and treat you – safely.

Please keep us informed

When making your appointment please advise of any health issues you may have had since we last treated you. If you have had Covid-19/Coronavirus already, please advise us.

Also, if you have any of the symptoms of Covid-19/Coronavirus, please let us know as soon as possible; do not attend for your appointment and follow the government guidelines around self-isolation.

Before your appointment

The day before the appointment we will phone you to ensure that you have all the key information. Sheryl will ask you some screening questions and explain what to do when you arrive.

It is possible that we may ask you to complete and return a medical history form. This will be sent to you by email and should be completed and returned by email.

On the day of your appointment

Before you leave for your appointment at the practice please ensure you are hydrated and have brushed your teeth and performed your ID cleaning.

Please also bring your own means of hydration.

It is important that you do not bring a large number of things into the practice with you, so please only bring what is absolutely necessary.

To minimise risk please ensure you attend your appointment alone unless you require assistance or are supporting a minor or someone vulnerable.

We are encouraging card payments only where possible so please do not arrive with cash.

Sheryl will take any payment by card using our freshly disinfected card machine.

We ask all patients to allow plenty of travel time so that they do not arrive flustered which may cause their temperature to be raised.

Also, we ask no patient to arrive more than ten minutes prior to their appointment time, to further minimise contact and to wear a face covering.

On arrival at the practice

We ask that you press the bell to the practice and wait in the lobby of the building.

Sheryl will come down to meet you and bring you up to the practice.

Sheryl will be wearing a face mask and shield to protect you and herself.

Sheryl will have a face mask for you to wear, as well, if you don't already have one.

Before entering the practice, Sheryl will take your temperature to ensure you do not have a fever and should your reading be below 37.8 degrees you will be invited in.

Unfortunately, if your reading is above 37.8 degrees, we will have to rearrange your appointment.

Once you have been invited into the practice you will be asked to sanitise your hands.

You will be invited to hang up your coat, wash your hands and then take a seat in the waiting area.

There should be no other patient in the waiting area.

Treatment

On entering the treatment room, you will be asked to remove your face covering and to place your loose belongings i.e. handbag, phone into the designated box.

Richard, Annette and the hygienist will be wearing extra personal protection in order to provide you with the right care and service as they cannot adhere to social distancing recommendations.

This may mean that it is more difficult to see their faces, but please be reassured that we are still the same friendly people. Naturally we are also ensuring that our usual exceptional standards of cleaning and disinfection are carried out before and after each patient.

Should you be attending for a treatment that requires an Aerosol Generating Procedure (AGP) – any procedure that has the potential to cause spray you will be asked to carefully rinse your mouth with a hydrogen peroxide solution for 1 minute prior to treatment.

You will also be using this should you rinse during your treatment.

After your appointment

Once your treatment is complete, you can replace your face covering and collect your things from the box.

Once you have collected your coat and before leaving the practice you will be asked to use the hand sanitiser one last time before we say goodbye.

If you have any questions after the appointment, we will be able to call you to discuss this further as our aim is to minimise your time in the practice for your own safety.

We hope that the above reassures you that when visiting the practice we have taken the necessary steps to ensure the safety of all concerned.

This is our priority as we begin reopening our doors and return to providing you with the excellent standard of care we have always provided and to which you have been accustomed.

If you have any questions regarding our new practice policy, please do not hesitate to contact us.