

Following the announcement by the government on the 28th of May, we are incredibly pleased that in the near future Hemper Lane Dental Practice will be reopening.

The service will initially be for dental emergencies only.

Unfortunately any pre booked appointments made for June 2020 will have to be cancelled.

This is to allow us time to produce policy and procedures, and risk assess our practice to make sure we are operating in a safe environment that will protect our patients, as well as our staff.

Further information on appointments beyond June will be provided in the near future.

Initially we will be open for non-aerosol generated procedures (dental emergencies that do not require the use of dental drills and suction) but as soon as we can source relevant PPE (our suppliers are out of stock and it could be several weeks before this situation changes) we will expand this to aerosol generated procedures (use of drills and suction)

We have had to cancel numerous appointments since the lockdown began 3 months ago and initially, when we can re-open for aerosol generated procedures (unfortunately we do not have a date for this yet) we will be prioritising appointments for our patients who have had dental emergencies or for those who were in the middle of dental treatment.

Please note you will not be able to enter the practice unless you have called ahead and been given an appointment to attend.

At Hemper Lane Dental Practice the most important thing is patient safety and comfort, and that is why we have spent time during closure to develop measures to keep our patients and staff SAFER than ever.

The practice as you are aware was always a very clean and safe environment, however a few changes have been put into place;

There are now hand sanitisers at entry points, a plan to upgrade our PPE as soon as our suppliers can get it to us, and we have redesigned the patient journey in line with social distancing.

We will be conducting pre-screening tests of patients which will include taking your temperature and providing you with hand gel on arrival.

We will be booking your appointments to ensure that the Practice and waiting areas are not overcrowded. This will be carried out by leaving suitable gaps between appointments, making sure that you can attend the practice while maintaining a suitable distance from one another in accordance with government guidelines.

We will also be creating clinics for patients who are most vulnerable, to help minimize contact with others whilst they are at the practice.

To further avoid overcrowding when you arrive at the practice, we ask that you wait in your car or in a safe place outside of the practice until called in. You will be notified via your phone when you should enter the practice.

We will only allow one person per appointment to enter the building, unless the patient is a child or vulnerable adult. We ask that you pay before treatment using a contactless card payment method or over the phone, this crucial step greatly reduces touch points at the practice.

Between all appointments as always, the dental team will thoroughly disinfect the dental surgery, reducing the risk of exposure to anything harmful while you are in our dental chair.

We thank you all for your patience during this difficult time and look forward to seeing you again soon!

We will be in touch as soon as we are ready to see you,