

" We are pleased to inform you that Hemper Lane Dental Practice is now open. Thank-you for your patience and understanding during our temporary closure earlier in the year in response to the Covid-19 pandemic.

There has been a lot of change within the dental practice with regards to how we welcome our patients into the practice and the dental services we are able to offer at the moment. The safety of our patients and staff is extremely important which is why we have spent time during the closure to develop measures make these safer than ever. Appointments have been prioritised for dental emergencies and treatments that had been started prior to the lockdown in March. Hygiene appointments are also available. All routine dental check-up examination appointments have been cancelled until further guidance is provided as to when it will be safe to resume this service. Please note you will not be able to enter the practice unless you have called ahead and been given an appointment to attend.

Prior to your visit

When arranging your dental appointment, a full medical questionnaire will be completed via telephone along with a Covid-19 risk assessment. We ask that you pay before treatment over the phone or using a contactless card payment method, this crucial step greatly reduces touch points at the practice. The Receptionist will then explain the new protocol for you to follow on arrival at the practice for your appointment, which is as follows:

On Arrival:

On arrival at the practice, you will need to ring to confirm you have arrived for your appointment or alternatively knock on the front door. Please don't bring any belongings such as a bag or coat into the practice, if these are required, we will ask you to place them in a plastic bag in the entrance to retrieve after your appointment.

Before entering the practice, a dental nurse will take your temperature using a contactless thermometer and provide you with hand sanitiser. If your temperature is above 37.8 °C, or if you have any associated symptoms, you will be asked to return home and self-isolate as per government guidelines. All members of the dental team will also undergo temperature and symptom monitoring every day upon arrival.

The waiting area is temporarily closed to patients so we do ask that you arrive close to your allocated appointment time to reduce time waiting outside the practice. We may ask you to wait in your car or a safe waiting area outside the practice.

We are also requesting patients to attend their appointments alone unless a chaperone is required.

All of the dental team will be wearing PPE and between appointments the dental surgery will be thoroughly disinfected. This will help in reducing the risk of exposure to anything harmful while you are in our dental chair.

Our standard cross-infection control protocols at Hemper Lane Dental Practice have always been of the highest level and woven into all clinical activity carried out within the practice. The new COVID-19 measures continue this philosophy by making your visit and treatment as safe as possible in line with current scientific knowledge. The above protocols will be regularly reviewed and updated should official guidance and scientific advice change."