

June 2020

Dear Patient

We hope this letter finds you and your family in good health.

You may be aware that dental practices can open to routine care from Monday 8th June.

Our practice will be opening on that day but we just wanted to be clear that this will not be business as usual. The treatments you will be offered may be different to those you received before, depending on our staff and equipment available. It will take some time before services return to what you previously experienced as normal. Please be patient.

Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our surgery. Our cross infection control protocols and procedures are in place and fully in use so that when you receive care, it is both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our practice follows infection control guidelines made by several of our governing bodies. We are up-to-date on new guidance that has been issued. We do this to make sure that our infection control procedures are current and adhere to recommendations.

You will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:-

- Our practice will communicate with you 24 hours before your appointment to ask some screening questions. You will be asked those same questions again at your appointment
- We ask you to arrive 10-15 minutes early for your appointment and to phone us when you arrive in your car. Please stay in the car until we phone you and ask you come to the surgery
- When you arrive, please put on the blue plastic shoe coverings outside our front door and then ring the doorbell.
- We have hand sanitiser that we will ask you to use when you enter the practice. You will also find some in the reception area and other places in the practice for you to use as needed.

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- We will take your temperature and oxygen levels and record these
- We can no longer offer magazines or papers since these items are difficult to clean and disinfect
- Appointments will be managed to allow for social distancing between patients.

We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

How you can help:

- With the exception of children and patients with carers, patients should come alone
- A social distance of at least 2 metres must be observed if another patient is present in the dental practice
- Payment should be made by card if at all possible
- Staff will not shake your hand
- If you show symptoms following your appointment booking, you must contact the practice by phone
- Please do not arrive early to the practice. As mentioned above, you should wait outside the practice in your car until phoned and asked to come in
- Please do not arrive without an appointment
- Patients should come wearing a mask if possible or be prepared to wear one

Yours sincerely,

David McCaughey Dental Ltd

DAVID MCCAUGHEY DENTAL PRACTICE LIMITED

39 MALONE ROAD | BELFAST | BT9 6RX | TEL 028 90664426 | FAX 028 90663325

EMAIL INFO@DAVIDMCCAUGHEY.CO.UK | WEB WWW.DAVIDMCCAUGHEY.CO.UK

DAVID MCCAUGHEY BDS FDS MSc MRD MGDS | COMPANY REGISTRATION NUMBER NI49270

