



## What you should expect from your next dental appointment

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65 Ormskirk Road, Upholland, WN8 0AH  
01695 627 617

[www.straphaelsdental.co.uk](http://www.straphaelsdental.co.uk)  
[hello@straphaelsdental.co.uk](mailto:hello@straphaelsdental.co.uk)

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#### Before your appointment



Before your appointment you may be sent a link by text/email to join our patient portal. Click the link and complete your medical history and examination forms before your appointment.

If you notice either on the day of your appointment or beforehand, a new persistent cough and/or temperature then please contact NHS 111 and avoid coming to the dental practice, if you are pain we may still be able to provide you with advice over the phone.

Please ensure we have correct details so that you can remain updated on any future dental appointments and links to join the patient portal (launching late June 2020)

#### Arriving to your appointment



When you arrive for your appointment, please telephone the reception to inform us of your arrival. If you are attending in groups of two or more you may be asked to wait outside so we can minimise the number of people in the waiting area.

Please do not attend your appointment too early or too late.

If you are attending as a family of four, please enter the building as one child and one adult at a time and then you may swap. If you are a parent attending with more than one child and unable to attend with another adult, you may enter the practice together and our reception team will provide instruction on appropriate social distancing.

#### Entering for your appointment



When you enter the building, where possible please attend with some form of face covering.

Please maintain the correct distance as indicated by the markings on the floor.

Please use the hand sanitiser provided on the wall in the reception area

#### During your appointment



At the present time St Raphael's Dental Practice are providing a limited face to face service. We are currently providing dental care based on UK Faculty of General Dental Practice & Public Health England recommendations. We are currently limiting the treatment provided to non aerosol generating procedures only until the Public Health England reduce the Covid alert level. This means we may only provide temporary treatment and an appointment may be arranged at a later date to attend.

Where possible please make any payments using contactless card payment and avoid using cash where possible.



## Patient's FAQ's

### What is aerosol generating treatment ?

Aerosol generating procedures (AGP) are dental/medical procedures that result in the production of airborne particles from respiratory secretions (cough / sneeze) and from some dental procedures producing water spray e.g. scale & polish, periodontal treatment (deep scaling), fillings, the preparation of crowns, bridges and inlays.

### When will aerosol generating treatment commence ?

We hope to re-commence AGP's shortly as soon as we can secure enough PPE to ensure the safety of our staff and patients. We will update our patients as soon as AGP's are available.

### When can I see the Hygienist ?

An appointment with the hygienist is an aerosol generating procedure. At present we have suspended the use of any aerosol, this is until the Public Health England reduce the COVID-19 alert level from the current position.

### What will happen with my Hygienist monthly plan ?

We have suspended monthly hygiene plan payment collection and once we are back to normal service, collection of payment by direct debit will recommence.

### I was due to have implants before COVID ?

At present the UK Faculty of General Dental Practice has advised that all implant surgery be suspended nationally, however our Implantologist Richard will be on hand where anybody requires advice and we will contact patients as soon as the advice changes allowing practices to carry out implant surgery.

### I am a single parent attending with two children / my partner is working, can I still attend with two or more children ?

Whilst we have placed restrictions on the number of people who can enter the waiting room / surgery at any one time due to the UK's 2-meter social distancing policy, our practice fully understands the difficulty that some families may face.

Therefore if you are a single parent and/or your partner is working and you need to attend as a family, please inform our reception team in advance and we will provide information on how to attend the practice as a family whilst maintaining adequate social distancing measures.

### I have a cough / temperature, I also have toothache, what should I do?

If you have a new persistent cough and/or a temperature you should still contact the practice as we may still be able to provide telephone triage and arrange a referral to dedicated clinics.

### I have a medical problem, yet I have toothache, should I come to the dentist or stay away ?

If you are a shielded / vulnerable person due to being 70+ years or you have a medical problem e.g. COPD, asthma, diabetic, diagnosed with cancer etc. then in the first instance you should contact the practice from home and a member of our reception team will arrange for a dentist to call you back.

Our dentist will provide a telephone triage service and may provide advice, referral or discuss an appointment at the practice during one of our dedicated early morning shielded clinics.

In some circumstances it may be necessary for our dentist to contact your GP to discuss your medical condition, however we will speak to you prior to this.

Duration of the entire procedure: 40-60 seconds



### do you have any of these symptoms?



If yes, to protect yourself and others please go home and search 'nhs coronavirus' for advice and to access the 111 online coronavirus service or call NHS 111.