

Shakespeare Street Dental Practice

Quality general and cosmetic dentistry in the heart of Newcastle Upon Tyne

18 November 2020

Dear Patient

We are open and available to help you with your dental care, including cosmetic dentistry.

The treatments you are offered may be different to those you received before, depending on staff and equipment available.

As with everything else in our lives, COVID means services will be different to what you previously experienced. Please be patient.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our surgery. Our practice follows infection control guidelines issued by the governing bodies.

We are up-to-date on new guidance that has been issued and would be happy to discuss this with you during the assessment call.

You may see some changes when it is time for your next appointment. We have made these changes to help protect our patients and staff.

For example:

- We will communicate with you beforehand to ask some screening questions. You will be asked those same questions again at your appointment
- We have hand sanitiser that we will ask you to use when you enter the practice.
- We no longer offer magazines, children's toys etc as they are difficult to clean and disinfect
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will be wearing different PPE to previously, and will have that equipment on when you come in to the surgery. We know this doesn't look very friendly, but would ask for your understanding.

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How you can help:

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

Take care and we hope to see you soon.

Sara

Sara Goodman BDS
Principal
Shakespeare Street Dental Practice