



HETTON DENTAL PRACTICE

84 Station Road
Hetton-le-Hole
Tyne & Wear
DH5 9JB
☎(0191) 5262589
www.hettodental.co.uk
facebook: @hettodental

Important information for patients attending the Practice for an appointment during the COVID 19 pandemic

During the current pandemic whilst we have been able to reopen the Practice, we have made significant changes to the way we operate both before, during and after your appointment. These changes are to minimise the potential risk of transmission of COVID 19 and to make sure that your visit is as safe as possible, whilst maintaining a safe working environment for our staff. There are also presently restrictions on the types of treatment we can carry out. We ask you to read the instructions below carefully and contact us if you have any queries in advance of your appointment. We are also regularly updating our website and facebook page, details above.

Thank you for your understanding, and we look forward to seeing you soon.

- The Dentist will have given you an appointment time. Please do **NOT** attend the Practice until your appointment time. We are trying to reduce waiting in the Practice to a minimum. If you arrive early you may be asked to wait outside the building or in your car. If we are running late we will attempt to contact you to advise you to delay your arrival slightly.
- On arrival, the entrance door to the Practice will be locked. Please ring the doorbell, then stand back from the door. The receptionist will open the door then move away to allow you to enter. This is to maintain social distancing where possible. Please be considerate for the safety of our staff.
- For NHS patients, normally when you attend the Practice you are asked to sign to say that you agree with the conditions of NHS treatment and also to indicate if you pay, or are exempt from NHS charges. During this time we will not be asking you to sign, but will still ask you these questions. The receptionist will sign on your behalf. If you are exempt from NHS charges, please tell us the exemption you receive and show evidence if possible. See www.nhsbsa.nhs.uk/freedental
- Hand sanitiser will be available in the reception area. You will be asked to use it to clean your hands prior to entering the surgery. You will also be asked to use it again when leaving the surgery.
- We kindly ask that you bring a minimum of personal possessions with you. You will not be able to take coats, bags, pushchairs etc. into the surgery with you. A box will be provided in the reception area for you to store any items that you bring.
- Where possible, please do **NOT** bring anyone else to accompany you to your appointment. They will be asked to wait outside the building. You are able to accompany your child, or if you are required to act as a carer.

Mr. J. L. Gamon BDS MFDS (Practice Principal)
Mr. S. Lovel MOrth MSc MFDS BDS (Hons)

Mrs. C. Hindmarch BDS
Mr. C. Rushforth MOrth MSc FDS BDS

- If you, or anyone in your household is displaying any of the signs of Covid-19 before your arrival. Do **NOT** attend the Practice, please ring us and we can refer you to somewhere that will be able to see you with the necessary personal protective equipment.
- If you normally pay for your dental treatment you will be required to pay prior to your of your appointment. We would kindly ask that you pay by card/contactless where possible.
- For the current time we are asking patients not to use the practice toilet facilities unless absolutely essential. Please be aware that you will **NOT** be permitted to brush your teeth in the Practice prior to your appointment.
- If you are vulnerable or shielded we advise that you wear a face mask or covering when attending the Practice, this is for your own protection.
- If you have any questions prior to your appointment, please call us.