



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, 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 without wearing a higher level of personal protective equipment (PPE). We may need to arrange an additional appointment to carry out treatment if this is identified as being required following your examination. 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.

- Please do **NOT** attend the Practice until your appointment time. We are unable to accommodate more than one patient group waiting inside due to the need for social distancing. 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.
- There may be a delay before we are able to answer the doorbell this will be because we are already dealing with another patient at the reception desk, as soon as it is safe to let you inside we will do so. Thank you for your patience.
- 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. We need to clean any areas that are touched by yourself or your belongings. To make this

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

easier, we will provide a box just inside the surgery for you to place your items into. Please do not put coats/bags down on chairs or on the back of the door.

- 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.
- If you, or anyone in your household is displaying any of the signs of Covid-19, you are awaiting the results of a Covid test or you are self isolating for any reason. Do **NOT** attend the Practice, please ring us and we can either rearrange your appointment or 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, the current minimum charge for NHS patients is £23.80. 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.
- We kindly request that all patients and carers 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.