

SYNERGY SMILE

A MONTHLY NEWSLETTER FROM SYNERGY DENTAL CARE



THIS MONTH'S NEWS AND UPDATES:

- **We are open!**
- **Keeping you safe**
- **Welcome Back**

WE ARE OPEN!

PHASE 1 OF OUR REOPENING PLAN

Interview with Lesley Morgan-Barlow

Practice Director

Welcome to our 3rd newsletter, I hope you and your family are well..

In this newsletter I had planned to be sharing our plans for the refurbishment of the Burslem practice with you, however since the surprise announcement on 28th May that dental practices could begin reopening from 8th June, we have been busy getting ready to welcome you back. So I will delay sharing the plans for the development of our Burslem practice until our next newsletter.

Instead I want to talk to you about where we are currently in our re-opening plans and our next steps, as I completely understand that many of you are becoming frustrated that you cannot currently come into your usual practice.

continued of page 2

Continued from Page 1



As you read this, we will have started seeing patients that have had dental emergencies or dental pain during the lockdown period. It will be a slow process over the next couple of weeks as the treatment we are able to provide is limited because of the lack of appropriate Personal Protective Equipment (PPE); which you will have heard a lot about during the COVID crisis.

As dentists, many of the treatments we carry out create 'Aerosol' these treatments are known as an Aerosol Generating Procedure (AGP), this is when the water from the instruments we use in for example a filling produces a spray. This is generally controlled by the dental nurse

operating the suction equipment but as the spray is very fine, some invariably escapes into the atmosphere within the surgery and settles on floors, cabinets, and clothes. In the past the dental team have protected themselves and you by wearing surgical masks, visors, aprons, and gloves(regular PPE).

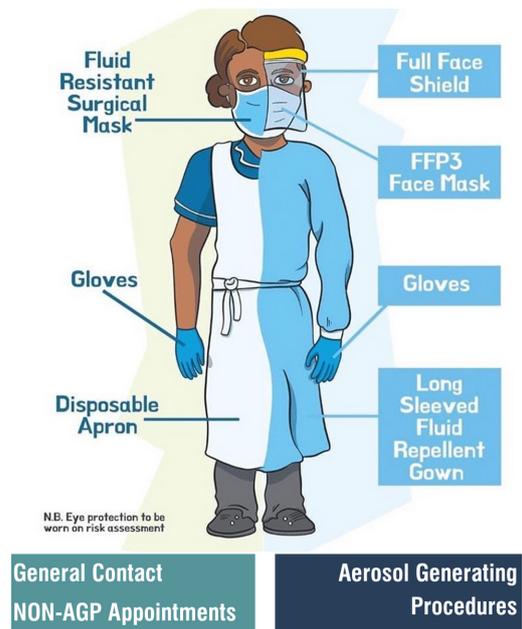
With the emergence of the Coronavirus the National Guidelines now state that regular PPE is no longer sufficient when carrying out our AGP's, which amount to most of the work we do. During lockdown we have been busy sourcing and buying Enhanced PPE so that we can see you safely however supply is scarce and when we do obtain supplies the new type masks have to be specifically fitted to each individual dentist, therapist, hygienist and nurse. We cannot even begin these fittings until our testing kit arrives which is currently scheduled for 3rd July.

All being well we plan to begin Phase 2 of our reopening on 6th July when we will begin essential treatments involving an AGP at Biddulph.

We do understand that many of our patients that normally attend our Burslem practice want to continue to be seen there and not travel to Biddulph. We are hoping that once the supply of PPE increases, we will be able to reopen Burslem in Phase 3 which we hope will be at the beginning of August. However, as Mr Fee is classed as 'vulnerable' he will be shielded for some time yet, therefore both practices will open for 3 days each week when patients will be able to see either Dr Richard Armishaw, our Clinical Director, Dr Amelia Wong or Dr Chris Povey.

We are currently contacting patients whose regular dental health checks were cancelled during lockdown offering new appointments. More about how these appointments are organised can be found in our 'Welcoming you back section'.

 **COVID-19 SAFE PPE**



Your Safety is our Priority

by **Chloe Hodgkinson - Clinical Manager**



The dental profession is one of the most regulated industries, with the the highest standards of cross infection protocols aimed at keeping our patients and staff safe.

Over the years dentistry has had to overcome many new viruses and diseases and as an industry we have always responded and adapted quickly; and will continue to do so as we meet the challenges that COVID-19 (Cornavirus) presents.

A few of our team members remember when we saw and treated patients without gloves never mind a mask and yet nowadays, the younger team members can't even begin to imagine what that must have been like for everyone involved!

Dental cross infection control has matched and controlled disease for years, with no recorded disease transmissions despite having passed through TB, Hep B, Hep C, HIV, SARS and MERS we have maintained our high levels of cross infection and decontamination along with the use of Personal Protective Equipment (PPE) to eliminate any cross contamination throughout these pandemics.



Infection control is what we know and what we do best. We have many policies in place which are implemented and reviewed on a regular basis. The use of protective clothing such as masks, aprons, eye protection, gloves and uniform are paramount to the protection of both staff and our patients.

Decontamination is a process that we use on all our instruments to make them safe and ready to use again. The different stages involve cleaning, disinfection, inspection, and sterilisation. Sterilisation is the key, this is when we use a piece

of equipment called an autoclave and it is designed to use steam and pressure to reach and maintain a temperature that is too high for any microorganisms (germs) or their spores to live.

The overall evidence is dental cross infection procedures in the UK are some of the best in the world.

We are putting in additional procedures and additional control measures in place, to keep you and our Synergy team safe. Patient safety always has and always will be our number one priority and the business continues to invest in emerging technologies to keep both our patients and our colleagues safe.

COVID-19 10 STEP PATIENT JOURNEY

Things will look a little different when you next visit the practice. Some of the changes are shown below.

by Lesley Morgan-Barlow

1 BOOKING YOUR APPOINTMENT

When looking to book an appointment you will have an initial pre-appointment call with a member of the nursing team, to discuss your current dental health and assess your COVID-19 status.

2 SCHEDULING YOUR APPOINTMENT

Only treatment that is scheduled can be completed on the day. If you have any dental issues you should inform the nurse who will ensure sufficient time is booked for your appointment. They will then schedule your appointment with one of our dentists.

3 MEDICAL UPDATE

You will be sent a link to complete your medical history online. This needs to be done before your dental appointment.

4 APPOINTMENT CONFIRMATION

24hrs before appointment you will be contacted by the reception team to confirm your medical status and that you are not displaying potential COVID-19 symptoms.

5 BEFORE YOU LEAVE HOME

Please use the toilet before leaving home as we are following National Guidelines that the toilets within practices will not be routinely open for patient use during the initial reopening phases.

6 PAYMENT

If there is a payment due for your appointment you will be sent a payment link to pay this online ahead of your appointment.

7 ON THE DAY OF YOUR APPOINTMENT

- You should attend your appointment alone.
- If you are accompanied your companion must wait in the car or outside the practice
- We ask that you do not bring children to your appointment as they will be unable to wait inside the practice.

8 ARRIVAL

- Please arrive promptly for your appointment as we will not be able to see you that day if you arrive late
- We will send you a text that will enable you to self-check-into the practice. If you are unable to do this please call us to let you know you have arrived
- We are operating a 'closed door' policy so please remain in your car until we call or text you to let you know the dentist is ready.

9 ENTERING THE PRACTICE

- Please use the doorbell to let us know you have arrived.
- You will be met by the Patient Conceive who will:-
 - Ask you to leave your belongings in a secure box.
 - Record your temperature
 - Give you a tissue incase you need to sneeze or cough inside the practice
 - You will then be escorted to the surgery where the dentist will greet you

10 END OF APPOINTMENT

- You will be shown back to reception, where you can dispose of your tissue and collect your belongings.
- We will contact you by phone to arrange any follow up appointments.



*We are really
excited to be
welcoming
you back!*

*Welcome
Back
We Missed You*

*Things may
look a little
different but
it's still us
under the
masks!*