

# Passage House Dental Care

Phased Opening Plan (page 1) & Appointment Information (page 2) for Patients  
November 2020 onwards

Email: [info@passagehousedental.co.uk](mailto:info@passagehousedental.co.uk)

Tel: 0117 950 3141

## PHASED OPENING PLAN GETTING US BACK TO 'NORMAL'

1

Non AGP  
minimal capacity

2

Non AGP and AGP  
minimal capacity

3

Unfinished  
treatments  
minimal capacity

4

Booked treatments  
minimal capacity

5

Routine dentistry  
with limited  
capacity

6

Routine dentistry  
with increased  
capacity

7

**Back to normal!**

We are proud to have been open in some capacity throughout the whole of 2020.

We've worked alongside our patients since the first lockdown began via our daily telephone and emergency triage service. The practice was then allowed to re-open ahead of other practices in May 2020 as a Hub to help people that needed urgent dental care throughout Bristol.

Since re-opening, with every treatment that the practice undertakes, we have had to close each surgery for one and a half hours (fallow/cleaning time) due to COVID guidelines. This reduced our capacity to see the same number of patients as before COVID.

More recently (November), the fallow time has been reduced to 30 minutes. This enables us to open up a few more appointments, but still has an impact on the number of patients we can see. We are getting there as we now can say we are in Phase 6 of re-opening.

We are open throughout the second lockdown (Nov/Dec). Our Orthodontic service is running. We launched an 'interim hygiene service', available Tuesdays and Fridays with Mercedes.

Our well trained team has carried out a magnificent job to date and we are very proud of their calm and professional manner that will shine through if you visit us for an appointment. We have COVID procedures in place throughout the practice.

We will be in touch with our patients to book routine dental care as soon as we can. We look forward to seeing you soon.

### What to do if you need dental advice or urgent dental care?

Simply call or email the practice during opening hours.

#### Please remember:

If you have an appointment in your diary - it will go ahead unless you hear otherwise. You don't need to call us to check.

#### Please remember:

Only come into the practice if you have a confirmed appointment.

#### We will look different!

We will be wearing enhanced Personal Protective Equipment for some appointments but we are your usual, professional dental team.

#### Do you have an appointment?

Read over the page to find out what to do & what to bring with you to your appointment.

## WE WILL LOOK VERY DIFFERENT!

You will notice our enhanced personal protective equipment (PPE) that we now wear for certain treatments. The basic PPE won't look too dissimilar to our normal PPE, however if treatment involves using a handpiece (drill) then we will look very different. It may help to show children or vulnerable adults this picture so they know what to expect when they come in. This level of PPE will only be worn if some treatments are undertaken.



# If you have an appointment – here are some things you should think about or know before coming to the practice.

## BEFORE YOUR APPOINTMENT:

- Are there any changes to your medical history? Tell us at your appointment or before on the telephone. If you are on medication, bring a list with you.
- Tell us if you feel ill in any way, have any symptoms of COVID-19, have symptoms but don't feel ill, or suffer from hayfever.
- Ensure you have used your bathroom before arriving - our toilet is for emergency use only.
- Wear a mask/face covering if not exempt. Only bring essential items with you – no bags or coats where possible.
- Bring an umbrella if it is raining- you will have to wait outside for your appointment (there will be a glass undercover area from mid November onward to help keep you dry).
- Only one person allowed for the appointment unless you are accompanying a child or vulnerable person.
- Brush your teeth before leaving home – you will not be able to do this at the practice.
- Bring contactless payment method where possible to pay.

## ARRIVING OUTSIDE THE PRACTICE:

- When you arrive at the practice please wait in your car or if on foot, ring the bell and wait for assistance.
- You will be told when to enter the practice through the usual front door. There will be a member of the team to greet you and to take your temperature and disinfect your hands.
- You will then be carefully guided through your appointment by a team member.
- Ensure you keep 2 metres away from others before and after your appointment.

## AFTER YOUR APPOINTMENT:

- We are taking card payments
- You will leave the practice via the side/back exit.
- **IMPORTANT.** For the health and well being of our team and other patients, if you develop any signs of COVID-19 during the 48 hrs after your appointment, please call the practice to let us know.

