

Some of the common sense, best practice initiatives that we have in place:

- Door handles are disinfected regularly
- Social distancing rules in waiting rooms
- Instruments are disinfected regularly, this takes place in a dedicated room
- Surfaces, buttons, handles and the chair you sit on are cleaned before and after each visit.

We may look like this



goggles



apron



mask



gloves

Our patients matter

Mersey Care NHS Foundation Trust listens and responds to patients and their carers to help improve the services we deliver.

If you have any comments, compliments or concerns you can speak with a member of staff or contact our **Patient Advice and Liaison Service (PALS) and Complaints Team**

Telephone: **0151 471 2377**

Freephone: **0800 328 2941**

Email: palsandcomplaints@merseycare.nhs.uk

To request the leaflet in an alternative format or language please contact the **Equality and Diversity Team**.

Telephone: **0151 472 7458**

Email: equality2@merseycare.nhs.uk

A helpful guide to your next dental visit

What to expect from your dental practice

If you are told to visit your dentist, you may notice some changes have been made to keep you and your dental team safe.

Your practice will look different as it observes social distancing and hygiene rules. The team may also be wearing different protective equipment to what you are used to seeing. Please don't visit your practice unless you've been told to. This is to make sure the practice can continue to provide essential care safely.

Before Covid-19 dental surgeries operated to the highest levels of infection control and decontamination and we do everything possible to reduce the risk to our team and our patients. So, when you come back, we want you to have every confidence in us. This leaflet is designed to explain what we do already and highlight some things that are new or different so when you arrive for your next visit with us you do so with confidence.

merseycare.nhs.uk

What we routinely do every day

Morning

Before our first patient, all surfaces are disinfected. All waterlines are flushed to remove any water that has been left overnight.

Throughout the day

Before and after each patient we clean and disinfect all surfaces, buttons and handles using disinfectant wipes. Protective barriers are also applied to selected equipment.

For every patient

Completely clean, disinfected and sterilised instruments are used for the treatment. After completion of the treatment, reusable instruments are removed to a dedicated area to be cleaned, disinfected and sterilised.

Evening

All surfaces are wiped. The waterlines are flushed through ready for the start of the next day.



Some new things you may see moving forward

In line with Government guidance we have a variety of new measures to protect our staff and patients. We may adopt some of the following initiatives depending on the latest advice.

Before you arrive

Only visit if you have a confirmed appointment otherwise call us. We may ask you questions about your health to make sure you don't have any symptoms and it is safe for you to attend.

When you arrive

- We may not be able to accommodate patients in our waiting room due to social distancing rules.
- We may have to ask you to wait in your car or outside until we are ready.
- We may have to check your temperature before you enter
- Waiting times may be a little longer than usual to allow extra cleaning time before we start your treatment
- We will provide hand sanitisers on entry and ask you to wear a mask or face covering.

During treatment

- Our team will adopt enhanced levels of Personal Protection Equipment (PPE) which may involve special masks, face visors and other protection.
- We may ask anyone with you to remain outside of the room, or even the building.

When you leave

Hand sanitiser will be available and, to minimise unnecessary contact, we may book your appointment in the treatment room and email you the appointment letter rather than hand over paper.

We are doing our best to avoid transmission

We are sure you have seen lots of information and news in which individuals may be exposed to potential infection.

This is why it is absolutely essential for us all to comply with infection control guidelines to minimise the risks for you and our team.