

Longwood House dental – 0208 5510088
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COVID-19 New patient Information Form

What changes can Longwood patients expect?

Dental practices in England are set to reopen from June 8th. Here we will begin to explain to you some of the changes patients can expect to see for the new patient journey post-lockdown.

All UK practitioners will want to reassure patients that a trip to the dentist in the new normal will mean they will be visiting one of the safest environments in the UK equal to that of a Private Hospital treatment room.

" it's vital as a profession that we reopen and provide treatments once again to those in need, to help curb any potential dental health crisis in the future, such as a spike in oral cancer, one of the UK's biggest causes of cancer related deaths, decay and dental pain in children and adults has not been managed well by the NHS alone – and the government now wishes the private dental practices to prepare and open up- They recognise that dentists are health care workers that are in need by the UK public".

"The patient journey from the 8th June will be different, to ensure everyone's safety, but the care and professionalism from our Dental Specialists & Practitioners will continue to be exemplary."

What is the New Patient Journey?

There is no need to be nervous, I have been leading a research group during the covid19 period- to ensure that all UK dental practices have the resources to achieve the Pandora Dental Seal of Approval. Our reopening, Operating Procedures are approved as the new way of operating dentistry.

Virtual or remote triage consultations will continue into Dentistry when practices reopen to aid convenience and reduce the need for contact in a surgery, with those who do need treatment then invited into a practice.

All patients in need of treatment will be briefed on the new procedures in place and details of their appointment before visiting the practice through this website space devoted to Covid19 Safety and we have developed a patient Information form which can be downloaded / emailed to you.

You may also be asked to complete and return a new medical history form digitally ahead of their appointment or print it off, sign and bring it in with you...

Payments will be taken remotely by card- before you attend – any overpayments made can be refunded. Patients are advised not to attend the reception area, but to call from their cars/ home to make bookings and payments now.

It is also crucial that people come to the practice alone where possible, with the exception of young children and those with carers, and that they bring as minimal personal belongings with them as possible. You must brush your teeth and mouthrinse before arriving- if you have a face mask then it is best that you wear this . You are reminded to visit the washroom at home before attending the practice-.

The practice doors will only be open to those with an appointment at the corresponding time, in order to stop people gathering in the waiting rooms. We suggest that you arrive 15 minutes early.

Therefore, patients will need to call the practice upon their arrival and either wait in their car or stand outside, practicing the social distancing recommendations, until a member of the team calls them to tell them to enter the practice.

Temperature checks and PPE

Before a patient enters the practice, their temperature will be screened which will be a daily procedure for dental staff and employees, too.

This is to check whether they have a fever, and anyone with a temperature below 37.8 degrees will then be invited in. For safety, those with a temperature above this will be asked to rearrange their appointment. The soles of your shoes will be disinfected. Once inside, the patient will be asked to sanitise their hands and put on a facemask. If you have any belongings, these will be kept safe in a locked cupboard- as you will not be allowed to take it in to the clinic room.

As dentists we obviously can't carry out social distancing when performing routine check-ups and treatments, so the teams will be in full Personal Protective Equipment.

What is A Clean Air System?

In the clinic – There will be Hepa filter Units with UVC- these filter the air of Virus and other pathogens as well as dust and pollen; the air circulates up to 8 times per hour. The clinic will also be using stronger viricidal- which are very safe- these are about 10 times more powerful on germs and covid19 than 70% alcohol or bleach-

This viricidal – is currently being used in the agriculture and food industries- and sprayed on fruit that we eat from the supermarket, it has been proven to be one of the most effective methods at killing covid19 Virus .

The dentist will be using High Volume Suction and a special extra suction unit for your safety and comfort.

What makes Longwood dental Care a Cut above the rest?

For years, at Longwood House, we have invested in the Best Dental Chair and tools – the equipment we sourced 25 years ago was manufactured in Germany – and has a DISINFECTED WATER LINE –

The water spray that comes through and into the handpieces when you have a filling or a dental hygiene procedure is disinfecting all viruses and bacteria along the way!

So it is even safer to have treatments at Longwood House due to this amazing technology . Most other practices can not add disinfectants to their water lines as it can damage their internal components.

After the appointment, patients will need to replace their face mask and wash their hands. Before leaving the treatment room, the soles of their feet are sprayed once more. The patients are advised of their next visit and asked to make payments and bookings remotely.

The treatment room and other key surfaces will then be fully cleaned and disinfected with a deep cleaning session.

RELATED ARTICLES

Are Dental Practices Safe to Visit During The Pandemic?

Now, dental practices will be among the most sterile environments in the country when they reopen in line with the latest government guidelines from Monday, June 8.

From temperature screening to cleansing mouthwashes, patients will notice significant differences to their usual dentist experience since the outbreak of coronavirus, all specifically made to minimize the risk of spreading the virus. Dentists have been working all over the world through this crisis and have been closely monitored. There have been no

cases of contracting the virus from a dental practice pre/during lockdown- and now with even more stringent measures the risk is mitigated.

In fact other businesses are following pursuit – and will be following the protection processes of dental practices.

The Reserch by Pandora dental is being followed all over the UK and Ireland.

What is A Pandora Dental Practice?

Pandora Dental Association: Is A Group of 165 Leading UK & Eire dentists set Up during The Covid19 pandemic and Nationally Recognized As Setting Standards & Guidance's for The Private And Specialist Dental Sector.

Founded by Dr Tasleem Ahmed & Dr Mark Cranshaw.

Pandora Dental represents many of the UK & Eire's leading independent dental practices. Founded in recognition of the need for evidence based best practice and guidance during the Covid-19 pandemic.

Pandora Dental Practices Have The Same Ethos & Mission :

Their Dentists : offer guidance and support for general and specialist dental practitioners at every stage of their career.

They Set Standard's :To support and assist dental practices in achieving the highest standards of care for their patients .Their Dentists provide information and feedback from our highly experienced primary care dental clinicians to support the key policy and decision makers in UK dentistry.

To support the NHS Dental Sector.

Is Longwood Recognised as A Pandora Dental Practice?

LONGWOOD HOUSE DENTAL CARE IS PROUD TO STATE THAT THEY ARE A PANDORA GROUP DENTAL PRACTICE – AND A MEMBER OF THE LDG (LOCAL DENTAL GROUP- SUPPORT GROUP FOR OUR OWN LOCAL NHS DENTISTS & PRACTICES)- WITH DR TASLEEM AHMED BEING A COFOUNDER IN BOTH ASSOCIATIONS :

HELPING LEAD HUNDREDS OF PRIVATE & NHS DENTISTS THROUGH THE DIFFICULTIES OF THE PANDEMIC CRISIS.

What other Changes will I expect to see at Longwood?

Prioritising Patients

The clinic has to prioritize patients in order to accommodate the back log of patients, and dental emergencies may no longer be accommodated on the same day.

For the distancing rules and PPE shortages – we will only be opening one romm – and can only see half as many patients as we used to.

Patients in pain – in mid treatment and then Practice Plan patient examinations followed by all others not on the practice plan membership. (If you wish to join the plan – please call the receptionist/ email us for an online application form and information).

We May need to cancel lists at short notice if there are staff shortages- from Covid19. (we will do our best to accommodate you back in to the diary to see your dentist, however demand may be high as the clinic has been closed for a while. We do apologize in advance for any inconvenience this causes you .

48 HOUR REMINDER FOR APPOINTMENTS _

We will no longer text you a reminder prior to your appointments .

You Must call the clinic 2 days in advance and state your health in regards to covid19.

Please refer to the details given to you in the COVID19 risk assessment form.
We encourage you to call the practice and give your email address immediately if we do not have it – as we are happy to send an automated email reminder 3 days ahead of your appointment now – where possible

Due to the busy nature of this period - You may have to call several times if the line is engaged / reception is on a call with another patient . (Monday to Friday 9am to 5pm). You must not leave a message – we have to have “live” – confirmation from you 2 days prior to your attendance .

(The ultimate responsibility is now that you call and confirm your medical status is clear 48 hours prior to your appointment -)

I understand that if the communication fails for whatever reason and we do not receive a 48 hour confirmation / cancellation from you then :::- then for the safety of the staff and patients on our waiting list : – your appointment will be cancelled automatically- and you will have to pay a failed notification fee .

For appointments booked on Monday or Tuesday please call in to confirm your covid19 health status on Friday

CHARGES FOR FAILED 48 HOUR CALL FROM YOU / NOTIFICATION OF CANCELLATION

FAILURE TO CALL/ NOTIFY THE CLINIC WITHIN 48 HOURS WILL MEAN THAT WE HAVE TO REMOVE YOUR APPOINTMENT FOR THE SAFETY OF THE STAFF AND OTHER PATIENTS .

THIS WILL MEAN THAT YOU INCURE A FEE OF £50 FOR DENTAL APPOINTMENTS UNDER 1 HOUR & £100 FOR DENTAL APPOINTMENTS OVER 1 HOUR.

1 DAY REMINDER BEFORE YOUR APPOINTMENT

THE DAY BEFORE YOUR APPOINTMENT YOU WILL ONLY RECEIVE AN EMAIL FROM THE RECEPTION – THIS IS AUTOMATED – SO AGAIN PLEASE DO NOT RELY ON THIS . PLEASE SET UP YOUR OWN ALERTS .

DUE TO THE COVID19 PANDEMIC – YOUR DENTIST/ RECEPTIONIST MAY ALSO CALL TO SPEAK WITH YOU.

THIS CALL TO YOU THE DAY BEFORE IS TO RECONFIRM THE TREATMENT AND THAT YOU ARE HAVING –YOUR COVID19 STATUS- AND TO ASK YOU IF THERE IS ANY OTHER TREATMENTS- TO GIVE YOU ANY PRETREATMENT ADVICE / QUESTIONS YOU MAY WISH TO ASK BEFORE ATTENDING.

TREATMENTS COSTS –

THERE HAS BEEN A SMALL INCREASE IN TREATMENT CHARGES AT OUR PRACTICE, THIS IS TO COVER THE CUSTOMISATION OF THE PRACTICE TO SEE LIMITED PATIENTS FOR YOUR SAFETY PER DAY , INCREASED COVID19 MEASURES FOR SAFETY, NEW COSTS AND TIME THAT NOW NEEDS TO BE IMPLEMENTED IN THE PRACTICE.

FOR OUR DETAILED PRICE LIST PLEASE VISIT THE WEBSITE www.longwood-house.co.uk

Click the prices tab/ in the search bar.

DUE TO HIGHER LEVELS OF CROSSINFECTION PROTECTION NEEDED– WE HAVE TO CHARGE FOR THE TREATMENT PPE AT £25 PER VISIT.

WE FEEL THAT THE LEVEL OF PERSONAL PROTECTIVE EQUIPMENT(PPE) COSTS WILL FLUCTUATE & THE GOVERNMENT MAY IN FUTURE DECIDE TO CONTRIBUTE- SO FOR NOW WE PREFER TO KEEP THIS COST SEPARATE – AS IT IS DEPENDENT ON FACTORS OUT OF OUR CONTROL. ALL TREATMENTS NEEDING ENHANCED PPE WILL INCURE: A PPE CHARGE – OF £25

This PPE charge is applicable for Hygienist treatments as well.

IT IS BETTER FOR YOU AND FOR YOUR SAFETY TO MINIMISE THE NUMBER OF VISITS TO THE PRACTICE AND TRY AND HAVE ALL THE TREATMENTS YOU NEED IN ONE LONGER VISIT WHEREVER POSSIBLE. THE NURSE MUST HAVE EVERYTHING PRE PREPARED - AND IF YOU NEED A DENTAL HYGIENE OR ANY OTHER TREATMENTS AT THE SAME VISIT, PLEASE MAKE SURE YOU RELAY THIS TO THE RECEPTIONIST / DENTIST IN ADVANCE OF YOUR VISIT. –

Online / Remote telephone consultations with Dentists

FOR YOUR SAFETY AND PER GUIDELINES ;THERE WILL BE MANY CONSULTATIONS AND REVIEWS NOW UNDERTAKEN VIRTUALLY BY THE DENTISTS –AND MAINLY TREATMENTS ONLY IN THE DENTAL CLINIC.

THE RECEPTIONIST WILL TELL YOU WHEN A TRIAGE IS SET FOR YOU . YOU MUST MAKE EVERY EFFORT TO CALL BACK IF YOU MISS THIS CALL FROM YOUR DENTIST.

MISSED TRIAGE CALLS DO NOT HAVE A MISSED FEE CHARGE
– HOWEVER IF WE FIND THAT CERTAIN PATIENTS REPEATEDLY MISS THESE CALLS , THEY WILL BE CHARGED £50

Online/ Remote Payments

Face to face card payments at reception will now be stopped at the clinic. We will expect full payment for treatments before your visit to the practice.

After your treatment you will not be able to make a face to face payment – you will be asked to make a remote payment over the phone using your card.

There is no bacs transfer/ cheques – and cash is to be avoided please.

All cash – will now be taken in the surgery by the dental assistant – and receipt provided to you. We will need to disinfect the cash –hence we prefer card payments only now.

I have read all the above changes : understand that the changes are for the safety of all at the practice and for the smooth running of the busines; and I accept the terms.

Signed (The patient).....(date)

Please bring this signed form with you to the clinic.

Pandora Dental represents many of the UK & Eire’s leading independent dental practices. Dental Pandora represents many of the UK & Eire’s leading independent dental practices. Founded in recognition of the need for evidence based best practice and guidance during the Covid-19 pandemic.Our mission is to offer guidance and support for general and specialist dental practitioners at every stage of their career. To support and assist our patients gain access to the highest standards of care.We provide information and feedback from our highly experienced primary care dental clinicians to support the key policy and decision makers in UK dentist