

## Patient safety measures we have introduced

We have made extensive changes to the practice to ensure that everyone is as safe as possible. The new guidelines recommend gaps between treatment appointments and extra PPE for all staff members. We have decided that we will do everything possible to minimise the chances of viral spread in our premises so the changes we have made include:

- The practice is now a dedicated clinical building as we have replaced the waiting room with an extra surgery, and we have changed the staff office into a dedicated PPE room. Patients will be asked to go directly into a surgery once they enter the building which decreases any risk of cross-infection.
- Leased a near-by additional building to house our non-clinical facilities. This allows social distancing between staff members and gives us extra space for a new office, stock room, space to accept deliveries, staff shower facilities, space for telephone and video consultations, and staff room. This separate non-clinical building drastically minimises any risks of cross-infection to patients and staff.
- Modified our surgeries by removing excess cupboards, equipment and furniture which makes them easier to disinfect. We have also installed commercial extractor fans to greatly improve air flow throughout the rooms (for example we are achieving over 90 room air changes an hour in one of the surgeries – the guidelines advise that after an aerosol has been created a room can be used again after 6 air changes have been completed).
- One surgery has been designated as a "non-aerosol" surgery which can be used for vulnerable patients.
- Purchased multiple different hospital grade air purifier units which use a combination of technologies to kill any viruses and bacteria in the air. These units use UV-C lights, high pressure plasma, and hyper-HEPA filters to capture particulate matter and purify the air.
- Invested in the best PPE available for staff which will keep you and them safe while treatment is being performed. Staff will be wearing FFP3 masks or powered air-purifying respirators during treatment procedures.
- Bought additional extra-oral suction units to decrease any spread of the virus into the air.
- Using UV-C light technology to help improve cleanliness and reduce the risk of cross-contamination.
- Using hypochlorous acid to disinfect all surfaces in addition to our normal strict cleaning procedures.
- Multiple alcohol gel sanitiser units have been installed in the building.
- Screening all patients before and when they attend appointments to ensure that anyone with symptoms is rebooked at a later date.
- Changed all the doors so that they can be opened and closed without touching door handles. Taps have also been changed to be hands free where possible.
- Purchased extra computers and screens to allow video consultations. We have also upgraded all our computers to a new dental software system which allows us to become paper-free and communicate via phone, text and email more easily.

## Ravenshead Dental Practice

- We have scheduled regular protected diary sessions for vulnerable people. These sessions are only be for patients who have been shielding or who are at high risk for coronavirus.
- All of our staff have been asked to complete a COVID-19 return to work questionnaire which confirms that they have read, understood and agree to abide by Ravenshead Dental Practice's Standard Operating Procedure (SOP) and Risk Reduction Recommendations (RRR) as well as asking for their recent experience and exposure to potential infection.
- All staff are screened daily for any signs or symptoms of coronavirus.
- Staff have been suitably trained in all of our new procedures and protocols.
- In order to decrease viral spread we are becoming completely paperless and can send you medical history forms, treatment plans and receipts by email. If we do not have a mobile phone number for you - again this would be very helpful to add to our records.