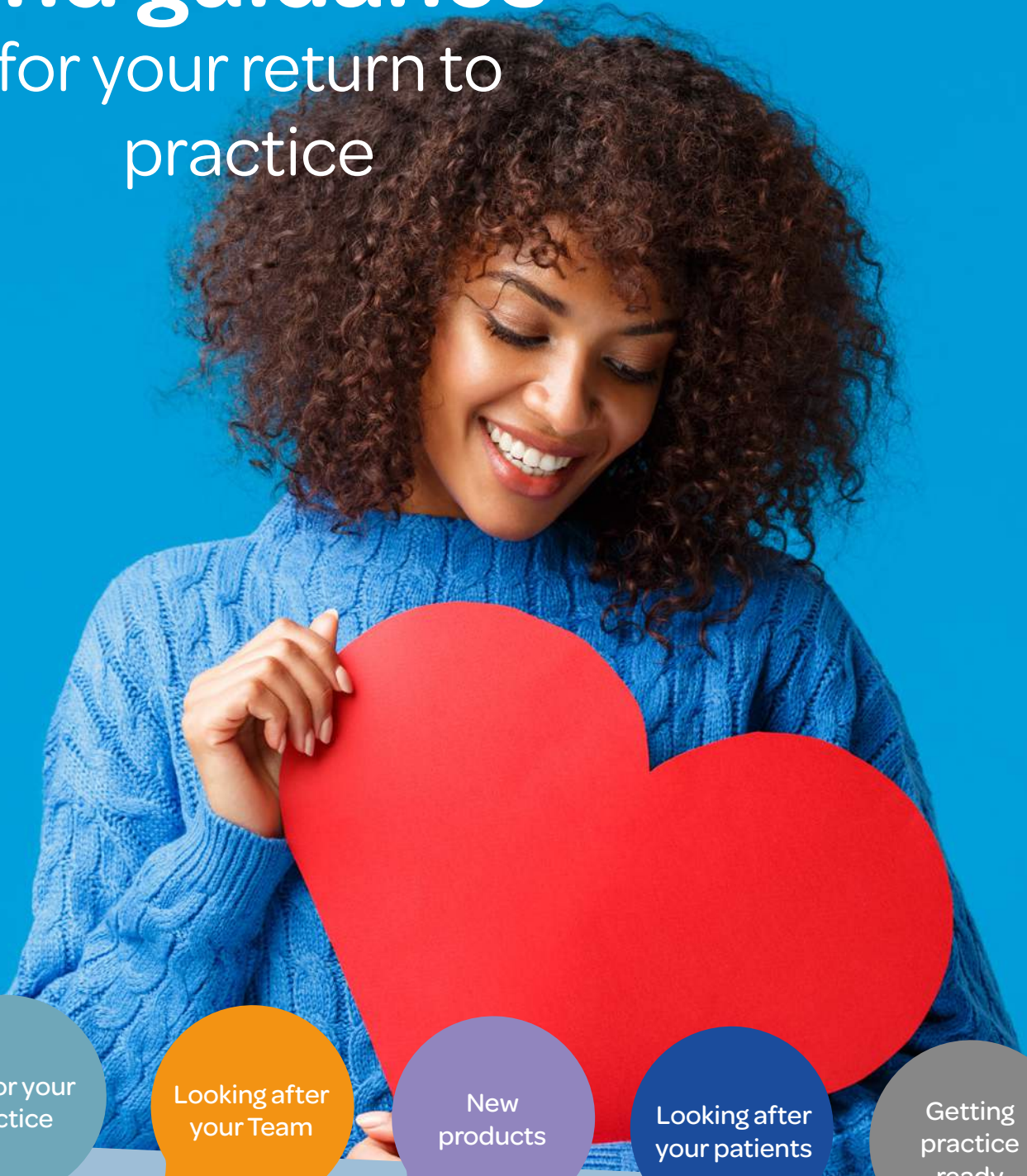
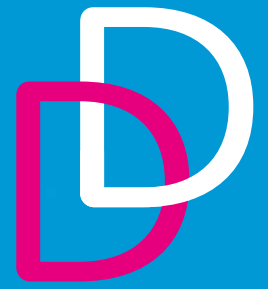


Help, support and guidance for your return to practice



PPE for your practice

Looking after your Team

New products

Looking after your patients

Getting practice ready

At DD we are  Here for you

Visit [ddgroup.com](https://www.ddgroup.com) or call 0800 585 586

Here for you

PPE recommendations

It's important to use the right PPE in the right way. Current UK recommendation are as follows*:



1. Gloves

Gloves should be changed and discarded after each patient use or task. Make sure used gloves are disposed of appropriately.

3. FFP2 or FFP3 respirator

FFP2s offer at least 94% filtration of particles.
FFP3s offer at least 99% filtration of particles.

5. Disposable plastic apron

These are usually made from a disposable polythene material and come with a neck and waist ties. Unlike gowns, these do not have sleeves

2. Type IIR fluid resistant surgical mask

This is the "regular" European Standard surgical mask often used in clinical settings. They are fluid resistant and usually come with ear loops or a tie fastening. Make sure used masks are disposed of appropriately.

4. Eye protection / face shield

These provide barrier protection to the facial area and related mucous membranes. They should cover the forehead, extend below the chin, and wrap around the side of the face.

6. Fluid resistant gown

These are water-repellent and made from a breathable fabric. They also have long sleeves and higher neck lines than an apron.

*as of 2nd April 2020

Here for you

Looking after Your Team

Most practices have been regularly engaging with their staff during lockdown, helping to keep them informed as new guidance emerges but also to boost morale during this difficult period. In advance of re-opening, it will be crucial to maintain and even increase this engagement to prepare the team for the changes that lay ahead.

Educate and update the team

Reassure them that plans are coming to fruition to ensure a safe return to work. This will help to increase their confidence so that they can support the practice and patients in an optimal way.

Ensure everyone knows the facts surrounding Covid-19. There is a lot of misinformation circulating and practices need to make sure the whole team understands the dentistry related impacts, so they can provide coherent and factually correct information to patients in the weeks ahead.

Key areas for staff training

1. Considerations for staffing and new pattern of workflow
2. Infection control
3. Personal Protective Equipment
4. New products and equipment
5. Communicating with patients

View documents for these areas [here](#)



Consider antibody testing

There are various national programmes being rolled out for keyworkers to be tested for Covid-19. It is advisable to follow the national guidance and obtain testing from recognised facilities. Private testing is also available, but care needs to be taken if opting for this route.

Looking after Your Business

It is a good time to take simple digital steps to communicate with your existing patients and even acquire new ones, even if you are closed to most business.

A 4 step digital communication plan to reopening

1. **Contact your cancelled patients**
Contact your cancelled appointments using all available channels, email, phone and SMS message. You might also want to use Facebook Messenger or even WhatsApp.
2. **Contact your other patients**
There is likely pent-up demand from your patients who didn't have an appointment scheduled. As with your cancelled patients, contact them directly on phone, email and SMS.
3. **Tell your community**
 - Update your website messaging. Change your closure message to a "we're opening back up message", at least a week in advance.
 - Google My Business - Revert the opening hours changes and update any posts that you made.
 - Google Ads - Run a display-based campaign targeting your local area. This will show banner

ads on popular websites such as news media and is very inexpensive to run. You should also start search campaigns for your primary services. It's extremely important that you make this as cost-effective as possible. To do this, make sure that as far as possible you are only targeting search terms that have proven to generate enquiries for dental practices like yours.

Facebook - Make sure you put several - "We're reopening" posts out as Facebook reach is very time-limited. This should be supplemented by a simple, local ads campaign. You can do this using the Facebook ads campaigns.

4. **Other channels**
You can also replicate your efforts by reposting your updates on LinkedIn and Twitter.

Checklist

- ✓ Update your website with your current status
- ✓ Use social posts to communicate to patients
- ✓ If you can service emergency patients run a small Google Ads and Facebook campaign to maximise patient opportunities
- ✓ Prepare your re-opening plan with all media channels

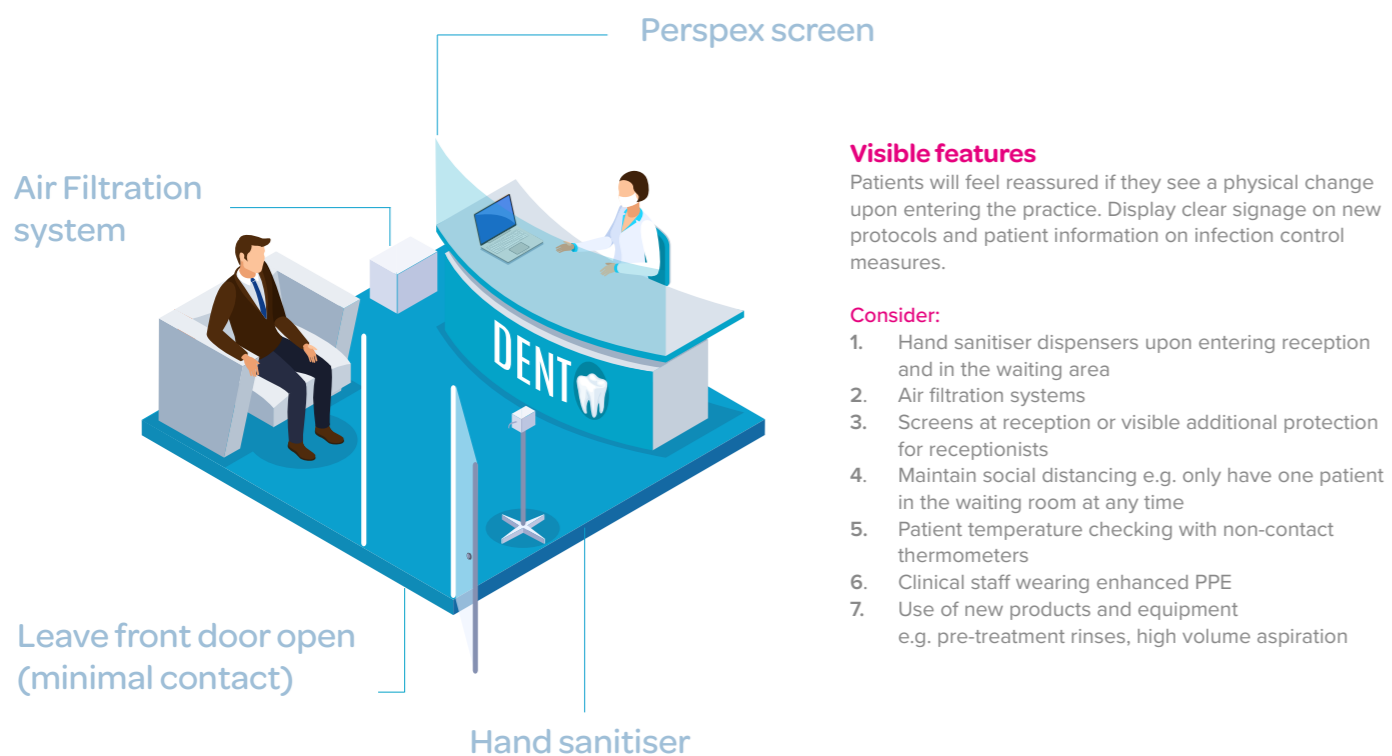


Make sure you put several "We're reopening" posts

Here for you

Looking after your Patients

Communicating with and reassuring patients cannot be underestimated, and a consistent message should be formulated to include what the practice is doing to prevent transmission and protect patients. Make it clear that their dental needs are important, but their overall health and wellbeing is paramount.



Increased the use of technology
Teledentistry, remote consultations and online communication and monitoring should be considered. Attempt to formulate a patient journey that includes the use of remote diagnostics and pre-appointment triage measures.

How will I stagger my appointments?



Here for you

Practice Ready

We appreciate that employers have many issues to deal with during the current pandemic and the requirements needed for returning back to practice, let alone keeping abreast with regulation and current guidance. In an effort to support you and your practice team, we have been working hard on your behalf with the UK Regulators to collate the current advice and maintenance requirements for your dental equipment to ensure safe re-commissioning during COVID-19. Ensuring that the correct procedures are followed, could reduce the cost of potential repairs and further downtime for your practice.

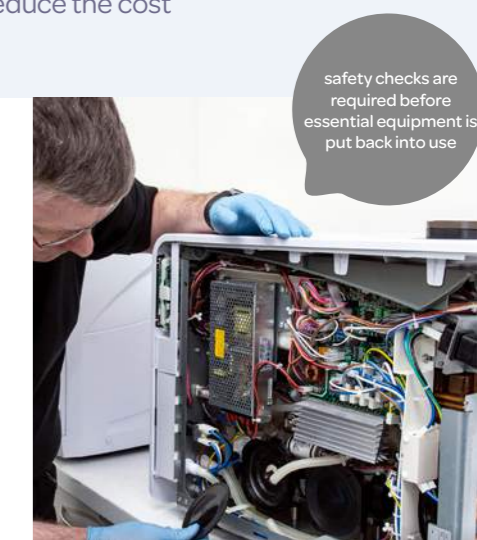
Equipment Checks and maintenance

Statutory requirements during COVID-19 and safety checks required before essential equipment is put back into use:

- X-ray routine testing and electro mechanical checks. Please refer to [DD Guidance](#) issued 08/04/2020
- Routine examination and testing of pressure vessel inspection for autoclaves and compressors. Please refer to [DD Guidance](#) issued 23/04/2020

Other equipment

- Is your equipment fit for use following decommissioning?
- Is all small and large equipment up to date with the required servicing and maintenance to ensure recommissioning can occur safely?
- Verification that all suction units provide high volume air flow >250-300l/min. Cannula's ready for use are 16mm bore and suction motor bacterial filters have been changed as per manufacturers advice.



Installing new equipment

New concepts and new ways of working are expected. Below are key points to take into consideration before re-opening:

- Reception areas may need to be modified to adapt to the challenges ahead – Screening, hand sanitisers to protect staff and patients – correct distancing
- New Surgery Design - showing the latest products available to cope with the rigours of today's dentistry – free consultation
- Air filtration systems
- Can the existing suction system achieve the recommended 250/300l/min of air flow (Utilising a 16m tip)
- Bacterial filter upgrade?
- Upgrading practice compressor to oil free – increases life expectancy of the dental unit and instrumentation
- Incorporating additional filtration for air quality from the oil free compressor to the surgery
- Upgrading to Electric micromotors – on new and existing dental units. Reduces the atomised spray, achieves constant speed and constant torque
- Dental Lighting – Upgrade to the latest innovations in LED Technology. See clearly and diagnose accurately

Checklists

DD have collated example checklists to support your practice with returning to work safely and the re-commissioning of vital dental equipment:

- Equipment checklist for re-opening longer than a week - [View](#)
- X-ray decommissioning and recommissioning checklist - [View](#)
- Water management/legionella control and dental equipment checklist following "mothballing" - [View](#)

Checklists ensure no important steps are missed



Policies and Procedures

1. Considerations for staffing and new pattern of workflow
2. Infection control
3. Personal Protective Equipment
4. New products and equipment
5. Communicating with patients

View these policies and procedures [here](#)

Make sure all staff are aware of new procedures

Here for you

New products



Masks

There are a few different types of mask:

- FFP2s (at least 94% filtration of particles)
- FFP3s (at least 99% filtration of particles)
- Type IIRs (fluid resistant surgical masks)

Make sure you use the right one for your needs.



High volume suction

Research shows that high volume suction (whether internal or external apparatus), can significantly reduce the amount of aerosol in the environment. This is recommended for AGPs (Aerosol Generating Procedures).

Ensure the power of your unit is checked, when it's safe to do so.



Air filtration system

Research shows that air cleaning in enclosed spaces can be an effective tool to combat transmission via airborne particulate matter.

There are a variety of options on the market including wall and ceiling mounted air purification systems with HEPA filtration and other adjuncts such as UV light sources and plasma filters. There are also free standing or portable options available. DD recommends that practices research a range of options to make an informed decision as to which system may suit their needs.



Electric handpieces (less aerosol)

There is research to show that this type of equipment could help to reduce the amount of aerosol produced in comparison to high speed handpieces.

It's definitely worth considering changing from air driven high speed handpieces to electric motors and speed increasing contra angle handpieces.

Electric dental handpieces and motor also offer other advantages such as; providing a more consistent torque and cutting speed over air-driven handpieces and motors. Electric handpieces also operate at a noticeably lower decibel range than air-driven handpieces, which can reduce patient objections to the unsettling conventional "drill noise."

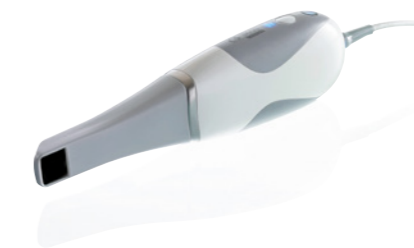
OFN095, OFN036, OFK250



Non contact thermometers

These will offer you a safe, simple and accurate way of measuring your patients temperature without the need for skin contact.

NFE130



Intra-oral scanners

These are devices which create computerised, digital images of the intraoral region. They record the tooth morphology and produce accurate 3D impressions. Intraoral scanners also allow you to make less direct contact with a patient, therefore reducing the risk of infections.

QWT400, QWT430, QWT429, QWT448, QWT515, QWT436, QWT438, QWT437, QWT607, QWT606, QWC361, 5941307, 5942669



Key Orthodontic products

Limiting AGP's and providing best practice for the delivery of procedures is paramount.

GIC and SEP's will be the future in non AGP situations.

Hand instruments, Band Removers and Adhesive Removal Pliers will be vital going forward.

DPI512, 2A5956, LCF100, LCF110, LCF115, FBE394, FBE350



Pre-rinse mouthwashes

These mouthwashes can significantly reduce the number of microorganisms that are introduced during an appointment. A simple pre-rinse can help reduce contamination on dental equipment, dental staff and surfaces.

EVD101, EVD103



Chemo-mechanical caries removal

In recent years there has been a move towards minimally invasive (MI) dentistry and including the use of protocols such as Atraumatic Restorative Treatment (ART).

Studies on clinical advantages and disadvantages of the different excavation methods indicate some evidence that hand or chemo-mechanical excavation is potentially advantageous towards selective removal of caries. These methods are also likely to be non-aerosol generating which could be beneficial during the pandemic. These technologies may also reduce pain and discomfort during treatment in comparison to other methods.



Rubber dam

By using a rubber dam, you can minimize the airborne particles produced during patient treatment. This will help keep you and your patients safer.

EWS045, EWK250



Single use instruments

Switching to single-use devices and instruments reduces the risk of patient-to-patient cross-contamination as well as saving the time and cost involved in reprocessing.

DIM104, DMO205, DIR106, DIR200, DPR274, DPR297, DPR298

Here for you Training

Making sure your team have the most up to date knowledge is key. Take the time to ensure they have relevant training scheduled at a time that suits them and your practice.

Virtual training

Now, is a great time to embrace online training. It has many advantages, including: flexibility, easy accessibility and speeding up career progression. There are lots of webinars happening at the moment.

Make sure you take a look at the one's DD have on offer. Just visit the DD website.

Online Support

Facebook and LinkedIn both offer opportunities to join specialist groups which can allow you to share and grow your knowledge within a safe community. Many dental companies and manufacturers have these groups, so make sure you keep an eye out for them.

You can find DD's specialist groups on Facebook. Just search for **ddgroupuk** and look under groups.

Personal Development with DD

Keep checking the DD website for our latest training and information videos. There will be lots on offer including: Control and Prevention of Infections for when you return to practice and COSHH/Legionella training.

If you want to discuss training for your practice with DD, please call the training team on: **0800 028 1697, option 1.**

Embrace
online training



Useful Websites

BDA
www.bda.org

SDCEP
www.sdcep.org.uk

RCSEng
www.rcseng.ac.uk

BOS
www.bos.org.uk

BDIA
www.bdia.org.uk

FGDP UK
www.fgdp.org.uk

Gov
www.gov.uk

PHE
www.gov.uk/government/organisations/public-health-england

Visit ddgroup.com or call **0800 585 586**

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