

Dear Patient,

We hope this letter finds you and your family in good health.

You may have heard that dental practices can open to routine care from Monday 8 June.

Our practice will be opening on that day, but we just wanted to be clear that this may not be business as usual. We will not be able to see our first patients until Thursday 11th. The treatments you are offered may be different to those you received before, depending on staff and equipment available. It will take some time before services return to what you previously experienced as normal.

Initially we will only be seeing our patients who have experienced unresolved problems over the lockdown period, and we have advised over the phone. After this initial period as we move into phase 2, we will invite patients whose treatments were suspended due to the lockdown. We will have appointment slots available if you need urgent attention. Please be patient we will do our best to get back to normal as soon as possible. However, your safety is our primary concern.

Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice, and you may have seen this during your visits to our surgery. Our infection control processes are made so that when you receive care, it is both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our practice follows infection control guidelines made by the governing bodies. We are up to date on new guidance that has been issued. We do this to make sure that our infection control procedures are current and adhere to recommendations.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

Our practice will communicate with you beforehand to ask some screening questions. You will be asked those same questions again at your appointment when your temperature will be recorded.

- We have hand sanitiser that we will ask you to use when you enter the practice. You will also find some in the reception area and other places in the practice for you to use as needed
- We no longer offer magazines, children's books and so forth, since those items are difficult to clean and disinfect
- You will also notice that the dental team may be wearing different protective equipment to what you are used to seeing

- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

How you can help:

- Except for children and patients with carers, patients should come alone
- A distance of at least 2 metres must be observed if another patient is present in the dental practice
- Pre-payment should be made by card where possible, to minimise contact whilst in the practice
- Staff will not shake your hand - sorry
- If you show symptoms following appointment booking, you should contact the practice by phone immediately please
- Please do not arrive early to the practice. If necessary, you should wait outside the practice or in the car and one of our team will call you when we are ready to see you
- Please do not arrive without an appointment, you will not be seen
- Patients should come wearing a mask if possible or be prepared to wear one.
- Please limit what you bring, place your phone in a plastic bag, do not bring shopping, rucksacks, and unnecessary bags.
- The bathroom will not be available during your visit to the practice
- Please ensure that you have completed and returned the essential forms which you will have been sent by email prior to your appointment.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call the practice or visit our website.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbours, and friends.

Sincerely,

Sat Kelley and Team