

Thursday 4th June 2020

Dear Patient

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

You may have heard on the news that dental practices are able to open from Monday 8th June.

Our practice has been working extremely hard through this pandemic to ensure everyone's safety on reopening. This has included strengthening our infection control protocols and procuring additional PPE to allow both patient and staff safety. These have been updated so you receive care that is both safe and comfortable.

In order to have everything in place safely and in time, we have decided to reopen on Monday 22nd June. We wish to make clear for the safety of everyone, the treatments you are offered shall be limited for the time being. We will also only be able to see a restricted number of patients per day. We will therefore be limiting our services initially to strictly emergencies only.

We will continue to have an on-call dentist available via telephone consultation. It will take some time before services return to what you previously experienced as normal. We ask that you please be understanding of the situation.

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

We look forward to being able to make you smile again.

You may see some changes when it is time for your next appointment. We have made these changes to help protect you the patient and our staff members. For example;

- Reception team will be trained to screen patients prior to booking an appointment, these questions will be asked again on arrival for your appointment
- Appointments will be managed to allow for social distancing between patients.
- We have set appointment times to fit in with these robust cross infection measures so flexibility on time of appointments may be limited.
- We will encourage where possible only card payments and encourage contactless payments where possible or over the phone pre-payments.
- There will be a full-time triage dentist to continue carrying out telephone assessments and where necessary prescribe antibiotics or arrange an appointment for a face to face assessment or if necessary, refer to our local Urgent Dental Care Site.

We may ask:

- If possible, we will ask you to attend appointments alone or with a single parent, guardian or carer
- We may ask you to bring as little possessions with you as physically possible
- We will ask you to ring on arrival to the surgery, where you will then be guided by a nurse, wearing PPE, through the practice and into the surgery.
- We will ask you to use our hand sanitizer gel on arrival to the practice. You may be asked to wear a mask on arrival.
- We may ask if you have the facilities to complete paperwork at home prior to your visit using our online patient portal i.e. medical history and consent forms. If no facilities at home, we will ask you to bring along with you your own pen.
- We will ask you adhere to the 2-meter social distancing rule where possible when inside the surgery.
- We will ask that if you were to develop COVID-19 symptoms up to 14 days after your visit at our practice you would call our reception team to inform us.

We thank you for being so understanding in these difficult times and we look forward to getting back to work and doing what we know best.

Yours sincerely



Christina Rhodes Practice Manager

