

Dear Patient

Dental practices are open for limited face to face care.

Our practice is open we just wanted to be clear that this will not be business as usual as yet. The treatments you are offered may be different to those you received before, depending on staff and equipment available. We now have processes in place to do Aerosol procedures eg. using the fast drill or ultrasonic scaler. These require extra specific PPE, extra ventilation and enhanced cleaning periods. This means our capacity is reduced and we are prioritising patients with pain or problems and dental high risk patients, eg high decay rate or gum disease. If you have a problem with your mouth please ring the practice and we will help you if we can. It will take some time before services return to what you previously experienced as normal. Please be patient.

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's 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'll be asked those same questions again at your appointment
- We have hand sanitiser that we will ask you to use when you enter the practice.
- We no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect
- Appointments are managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment. Only one patient will be in the practice at one time

We will do our best to allow greater time between patients to reduce waiting times for you, as well as to avoid contacts between patients.

How you can help:

- Do not come to the practice without an appointment. Please ring to make one.
- With the exception of children and patients with carers, patients should come alone.
- Do not come to the practice if you are ill or showing symptoms of Covid. Please ring for advice.
- Please do not arrive early to the practice. If necessary, you should wait outside the practice or in your vehicle.
- The practice doors are locked. Please ring when you arrive and we will let you in when the surgery is ready for you.
- Please wear a mask.
- Try to maintain a distance of at least 2 metres.
- Please do not use the toilets at the practice.
- Payment should be made by card where possible.
- If you show symptoms following appointment booking, you should contact the practice by phone.

We will look very different due to the extra PPE etc but please don't be alarmed. Its still the same caring staff under all that plastic!

Kind regards

Jenny Warham and team

