

We hope you and your family remain safe and well.

We are really pleased to be informing you that our practice will be re-opening for treatment on 15th June but we just wanted to be clear that this will not be business as usual. 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. Please be patient. As the covid-19 threat level decreases we will slowly be able to get back to normal.

We have been overwhelmed by your support during the lockdown period and ask that you bear with us for just a little longer.

We will be prioritising appointments for those patients who are in need of emergency treatment, then those who were due to have treatment before lockdown an.

We will be contacting you shortly to discuss your treatment needs if you are in one of these categories. To facilitate this **all appointments that were booked for June and July have automatically been cancelled.**

If you had a booked appointment for routine care during lockdown please wait for us to telephone and rearrange, we have a list of all people who are due their routine appointments. We will ensure everybody is seen as soon as possible.

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 and providing the highest standards of patient care.

Infection control has always been a top priority for our practice, over the last few weeks we have been continually reviewing guidance to ensure that when we re-open we provide a safe environment for both our patients and team members. We have updated our operating procedures and purchased enhanced PPE. We do not want to re-start until we are sure all our new processes are ready. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We do not want to restart until we are sure we have all the new, enhanced processes ready.

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 will 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 will be managed to allow for social distancing between patients. That might mean that you're 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:

- Please cancel your appointment if you have symptoms of covid-19 or someone in your household has symptoms
- With the exception of 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
- Payment should be made by card where possible
- Staff will not shake your hand
- Please do not arrive early to the practice. If necessary, you should wait outside the practice, we will not open the door until your allocated appointment time
- Please do not arrive without an appointment
- Patients should come wearing a mask if possible or be prepared to wear one.

The practice is currently open for telephone enquiries only. Please only attend if you have a booked appointment, we are operating a closed door policy to start with as per the guidelines, we can answer queries via telephone or email.

Thank you for your loyalty and patience throughout this pandemic - we are truly grateful for your support and cannot wait to get back to work We are looking forward to seeing you again, for now stay safe and well

Best Wishes,

Jenny, Jon and Julie