

9<sup>th</sup> June 2020

Dear Patient(s)

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

Our practice will be re-opening on Monday, 15<sup>th</sup> June 2020 for urgent dental care. We have strict protocols to follow which will mean appointments will take longer than before so appointment times need to be longer. We also need to consider social distancing throughout the practice which means less people in the building and less surgeries running. As our capacity will be reduced, we will need to see those with urgent needs first. Once our urgent patients have been looked after, we will move onto more routine care. Please be patient with us while we re-establish our routine care which may take a few more weeks. The treatments that 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. We would ask you to be patient with us.

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. 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 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:

- 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;
- If you show symptoms following appointment booking, you should contact the practice by phone before attending;
- Please do not arrive early to the practice. If necessary, you should wait outside the practice and knock on the door just before your appointment;
- Please do not arrive without an appointment;
- Patients should come wearing a mask if possible or be prepared to wear one.

Thank you for your patience at this difficult time and your support in keeping everyone safe. We are looking forward to seeing you soon.

With best wishes,

Retford Dental Centre