

Dear Patients

We are open for face to face care and it's so good to be back! We are seeing patients on a priority basis according to the treatment and nature of care required.

Our strict cross-infection control protocols against all previously known infections have formed the basis of all clinical activity carried out at the Practice.

It should be remembered that our Practice has always been a very clean environment. Now we have reopened the health and safety of our patients and team members remains our top priority.

Following an in depth risk assessment and guidance from our regulatory bodies we have implemented a series of safety measures:

- An extensive network of air purification systems has been installed, one in each surgery, reception and the common areas. These are used in hospitals around the world. They clean the air in the room, eliminating viruses (COVID-19), bacteria, dust, pollution, and allergens.
- The waiting room is closed and there is a reduction in the number of patients and staff in the Practice at one time to enable necessary distancing between individuals. Car Parking is available.
- We are aiming for contactless check-in and out. All required information such as your medical history should be completed online, prior to your visit, via a secure link that we will send to you. If you don't have access to email or the internet we can go through these essential documents with you over the phone.
- You will be asked COVID-19 screening questions the day before your appointment and the screening questions will also be asked again at the door before entry.
- Temperature checks for patients and team on arrival at the Practice and you will also be asked to clean your hands with antibacterial hand gel.
- You will be given a face mask to wear when you arrive at the Practice. All of our team members will also be wearing a mask at all times. Please remember we are still the same smiley caring team behind the masks!
- We have installed Perspex screens on our Reception desk.
- Prior to treatment you will be given a mouth rinse and asked to gargle. The mouth rinse is 99.9% effective against COVID-19.
- Dentists and Nurses have the appropriate increased levels of Personal Protective Equipment (PPE).

- Prior to any appointment at the Practice you will receive further information over the phone and via email from our admin team.

Due to our new way of working, Dental Practices in the UK are currently unable to see as many patients per day as before lockdown so please bear with us if you are unable to get an appointment as soon as you would like. However please be assured that we have emergency appointments available daily.

If you have any questions regarding our safety measures then please don't hesitate to get in touch with us and we will be happy to talk to you.