

Patient communication 4th June 2020

As some of you may have heard, we have received confirmation from NHS England and the Chief Dental Officer that practices can begin to provide face-to-face patient care in England from 8 June 2020.

Our overriding priority is to ensure that dentistry is stood up in a way that delivers a safe working environment for staff as well as ensuring that patient safety is not compromised. Mindful of this, I can confirm that we will be pursuing a phased approach to opening gradually, as yet to be determined, timescale whilst ensuring that patients continue to have access to urgent treatment. To clarify, from 8th June, we will re-open our practice to ensure patients in pain can get access to dental treatment (although very limited). We will explicitly focus on emergency appointments to clear the backlog that built up over the past two months.

This new arrangement is extremely frustrating to all of us, however, the safety of our team and patients is at the heart of this decision. Therefore, we will not be able to book any routine dental treatment or hygienist treatment in phase 1.

As we all have to get accustomed to the new normal, our risk assessment have lead us to make a few changes to the way we work, this will affect our patients;

- Anyone with COVID-19 symptoms or living with someone with COVID-19 symptoms will not be seen at the practice (there are emergency dental care units for these patients).
- Our practice door will be locked, you will only be allowed into the premises on the appointment time and must wear face covering whilst in the building.
- Depending on how many patients we have in the reception area, we may ask you to wait outside until we can establish a safe social distance between patients.
- You will not be able to be accompanied unless crucial e.g. child patient.
- You will be encouraged to use hand sanitiser as you enter the practice.
- Emergency dental care is charged standard NHS charges, £22.70 we encourage you to pay by contactless card payment
- For the safety of our patients, our lavatories will be closed for the time being.
- If you are planning to do your shopping, we encourage you to do so after your appointment with us.

We are aware that many of our patients have outstanding treatment and are overdue their dental check- up. Please be patient as we are working around the clock to find a balance between delivering safe dentistry while adhering to the new enforced COVID-19 rules.

We will endeavor to be in touch as soon as practically possible to make arrangements for your next appointment.