

Dear Patient:

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

We want to thank you for choosing our dental practice as your provider of dental treatment. We also want to make sure you feel safe when you visit us. We understand that health and wellbeing is at the forefront of your mind right now. We would like to assure you that it has always been our priority to provide a safe environment for our patients and staff members. The safety of our patients and staff are our highest priority. We have always implemented the highest level of infection control measures. As a result of the Covid-19 outbreak and after careful consideration and advice from health authorities in the United Kingdom we have taken the decision to suspend all dental treatments and preventive care at Pembroke Practice on the 23rd March 2020.

Returning to Work

You may have heard that dental practices can open to routine care from Monday 8 June.

Our practice will be opening on that day 15th June 2020, but we just wanted to be clear that this may 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.

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.
- You will be asked to use a face mask whilst in the premises.
- 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, and prior to the appointment by telephone.

- Staff will not shake your hand.
- If you show symptoms following appointment booking, you should contact the practice by phone.
- Please do not arrive early to the practice. You should wait outside the practice, until the receptionist contact you.
- Please do not arrive without an appointment.
- Patients should come wearing a mask if possible or be prepared to wear one.

Sincerely,

Pembroke Dental