

Dear Patient,

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

We are delighted to inform you that the practice will re-open on Monday 29th June.

As you know, we are all adapting to a new normal, as well as having to comply with a series of government directives on working practices. As such, we would like to share some important changes to processes and treatments within the practice for the foreseeable future.

As always, we are committed to your safety and therefore there may be some limits to the type of treatments that can be offered immediately.

Infection control has always been a top priority at Wimbledon Dental Care and we have galvanised further to optimise hygiene, safety and comfort. We are confident that our procedures adhere to all government guidelines with regard to Covid-19.

Here are some of the changes that you may expect see.

### **Before your visit**

We will give you a courtesy call to check for any issues surrounding your general health as well of course as asking about any signs and symptoms of coughs, colds and other signs of respiratory infections. We will also ask questions on the well-being of anyone in your close family circle. We would recommend that patients in a high-risk category delay non-essential dental treatment for as long as possible until the trend of pandemic becomes clear. The following link will give you further information

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus>

We will notify you if we feel that your treatment should be delayed.

### **Upon arrival**

We will greet you and check that your temperature is normal. If your temperature is above the normal limit, you will be advised to rebook your treatment and follow the government guidelines for self-isolation.

We provide hand sanitizer which we will ask you to use when you enter the practice.

Please ensure you are wearing a facial covering if you have one. If you are without we can provide one, at a cost of £1.00.

Please let us know that you have arrived and you may wait outside the practice until your appointment is ready. Please do not arrive too early as currently we are restricting waiting inside the practice.

Toilets will be closed, so please, use the lavatory and brush your teeth before attending.

Patients are required to come to the practice on their own with the exception of parent/guardian.

Relevant wall and floor signage will be introduced to ensure the 2 meter social distancing measures can be observed when inside the practice, with the exception of when you are in the treatment room.

Payments can only be made by credit/debit card and cash will not be accepted.

Please keep belongings to a minimum as they will have to be left in the reception.

**Patients at high risk:** We are aware that some of you are deemed higher risk patients, for example, the elderly and people with certain health problems. We will discuss this with you when we book your appointments.

**Extra Time:** We will provide an additional buffer period between patients to allow extra time for decontamination procedures. Appointments will be managed to allow for social distancing. Therefore there will inevitably be a reduction in the number of appointments we can offer.

All dental staff will be upgrading their personal protective equipment in line with current recommendations and evidence, including FFP2 and FFP3 masks, visors and protective clothing as appropriate. We apologise in advance for the necessary reduction in social interaction that this will necessitate. Whilst our attire may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!

So, as you can see, we are taking every conceivable reasonable step we can to take care of your wellness. However, rest assured that we will treat you with our customary good humour and of course, kindness and respect. We look forward to seeing you again at Wimbledon Dental Care.

Kind regards

Dr Tej Sihra and the Team

Wimbledon Dental Care