

Dear Patient

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

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

We are pleased to inform you that The Earl Shilton Dental Practice will be opening in a phased manner from that date, 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.

We will be contacting patients who are in the middle of a course of treatment or who have had their treatment postponed in due course, the treatments we can offer will be determined by guidance from the relevant authorities and to the level of PPE required for the procedure.

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 is both safe and comfortable. We want to tell you about the infection control procedures we follow at 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 will be asked those same questions again at your appointment and have your temperature checked.
- 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.
- Staff will be wearing full PPE for everyone's safety, please do not be worried it is still us!
- You will be asked to rinse with a mouthwash in surgery prior to having your treatment.
- We no longer offer magazines, children's toys and so forth, since these items are difficult to clean and disinfect.
- Additional disinfection of frequently touched surfaces.
- Appointments will be managed to allow for social distancing between patients. That might mean that you are 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:

- Before leaving home please remember to brush your teeth, use the toilet and

wash your hands for 20 seconds.

- If you are on any medication please bring an updated list, and inform the practice of any changes to your medical record.
- With the exception of children and patients with carers, patients should come alone.
- Call us at reception when you arrive, please wait in the car or by the door and we will call you in as soon as possible. Please do not arrive too early.
- Staff will not shake your hand, due to current social distancing measures.
- 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
- If you show symptoms following your appointment booking, you should contact the practice by phone
- Bring a pen with you to sign relevant paperwork
- Please do not arrive without an appointment
- Patients should come wearing a mask if possible or be prepared to wear one, which we will supply.

We look forward to welcoming you back at the practice.

Yours sincerely

Milan, Sarah &
The Earl Shilton Dental Practice Team.