

Family Dental Practice
154 Ridgway, Woodingdean

Dear Patients,

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

We are working towards opening the week commencing 22 June 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. We are mainly prioritising for Emergency Treatments. 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.

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 are applying a closed door policy, all appointment enquiries need to be done remotely (mainly by phone). Only patients with confirmed appointments are allowed in the surgery. The practice door will be locked and if you have an appointment please notify us by phone or knocking on the door on arrival
- We may take your temperature at the entrance
- 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.
- 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 and avoid bringing unnecessary items
- You may require to fill in some forms in advance and please bring your own pen
- A distance of at least 2 metres must be observed if another patient is present in the dental practice
- Payment should be made by **Debit Card Only**

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- We advise not to use our toilet facilities as much as possible
- Please do not arrive early to the practice. If necessary, you should wait outside the practice
- Consider a face cover/mask when attending the practice if possible
- Please do not arrive without an appointment

Sincerely,
Dentist and Team