

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

We are pleased to announce that St Annes Dental Clinic will be opening soon to see our patients. We will begin by seeing patients for routine examinations and dental emergencies from 8th June 2020. Whilst many things have changed, we want to reassure you that we remain committed to your safety. We have always maintained the highest standards of infection control and will continue to do so.

You may see some changes when it is time for your next appointment. We have made these changes to help reduce the risk to you, your families and to our staff. For example:

- You will be sent a pre-screening questionnaire to complete online or someone from the practice will call you to answer some screening questions.
- 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, books and children's toys since those items are difficult to clean and disinfect.
- Our toilets will be closed.
- 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 be wearing more Personal Protective Equipment than before.

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 before your appointment
- If you show symptoms following appointment booking, you should contact the practice by phone
- Please do not arrive early to the practice. Please arrive at your appointment time, come to the top of the stairs and wait until we can escort you into the practice.
- **PLEASE DO NOT ARRIVE AT THE CLINIC WITHOUT AN APPOINTMENT.**
- Patients should come wearing a mask or face covering if possible.

- All appointments will be made by phone rather than at the desk as usual. Please contact us if you have to change appointments.

As a result of these new working practices, we will be seeing fewer patients per day so please be patient with us. We have a large back-log of patients to see and will try to prioritise those in most need.

Patients with severe pain, abscesses and facial swelling can access our same “same day” emergency clinic appointments; however, we cannot guarantee you will see your regular dentist.

Thank you for your support,