

“Welcome back” letter to patients

Dear Patient

We hope this letter finds you and your family in good health. 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 office. 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 recommendations made by Public Health England (PHE)

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 when you are in the office.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- 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.

Those changes are all designed to make the practice as safe as possible for our patients and dental team.

We will be doing our best to increase our capacity back to pre COVID levels for treating patients, however we do envisage a marked reduction in our ability to do so for the foreseeable future. This is due to a multitude of factors beyond our control. Our services will be normalised according to the guidance provided. In the meantime we request that you do bear with us, we will be prioritising those patients currently in treatment. As you can appreciate we have a considerable backlog of treatments that are needed to try and get our patients back on track.

We do have in place contingencies to manage all dental emergencies, should you need any help do not hesitate to contact us.

We have had no choice but to make the decision to place an additional charge for the additional PPE required during the COVID 19 pandemic. If you have a dental problem, please contact reception who will take your details and book you an appointment. If necessary a dentist may call you back, or request additional information such as a photograph. The dentist will discuss your options, or invite you in for an **assessment only**. Once a decision has been made related to the care you require, you will be provided with an estimate and booked an appointment. We would encourage patients to try and combine their treatments together to minimise costs as the PPE charges will be applicable per appointment. The additional charge for PPE will be £35 per appointment.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.

To make an appointment, please call us on

Bexleyheath Dental Practice - 0208 303 4077

The Sandford - 0208 303 7051

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbours and friends.

Sincerely,

Dr Hussein Shaffie

And

Dental Team