



Dear Patient,

It's been a week since our last update but we write to you today with more positive news.

Following the Government announcement on the 28th May, we have been extremely busy planning our reopening. Unfortunately, for a variety of operational reasons, we were unable to meet the date of the 8th June but can now confirm that we will be reopening on Monday 15th June 2020.

The reopening will be phased, taking into consideration at all times firstly, safety of our patients and staff and prioritising the urgent dental care requirements of those most in need at this present time.

Like most other practices, we have been busy sourcing the appropriate PPE all of which we now have, fit tested FFP3 masks and we're implementing social distancing measures for everyone, to ensure compliance. Naturally this will impact on the number of appointments we are able to offer on a daily basis but we would ask you to bear with us a little longer as we are working towards gradually increasing the number of appointments on offer to meet the demand, in line with our phased and targeted approach. At present, only emergency appointments will be offered, but we hope to progress to offering more routine appointments in the not too distant future.

We will be triaging your call, in order to determine whether a face to face visit is required. Should a visit become necessary, then please be assured that you will be provided with a first-rate service, despite our ongoing limitations.

What should you expect at your visit? We have taken great lengths to consider every possible eventuality and have implemented the necessary changes to make your visit as seamless as possible. Ahead of your appointment, where feasible, we will email you a digital pack, containing the necessary paperwork and request that this be completed ahead of the appointment and sent back to us. This will save time when you arrive but more importantly, eradicates the need for pens and paper to change hands. We will also ask for prepayment for any treatment over the telephone, minimising contact for when you attend.

We have created a one-way system through the building and as we have temporarily closed off our waiting room, you will be asked to attend at your appointment time only. We would kindly request that you leave as many personal belongings at home or in the car and also as our toilet will not be accessible, a gentle reminder to go before you visit us. If you can attend alone, then please do so. That way we are reducing contact for all concerned.

You will be temperature checked upon arrival and screened again for any possible Covid-19 symptoms. You will then be escorted throughout the duration of your visit, so as to restrict contact with surfaces and be offered the requisite hand sanitisation and PPE, depending on the nature of your appointment. You will then be accompanied out of the practice.

Despite what might now sound like a challenging trip to the dentist, we are absolutely determined to make your visit as pleasant as possible, as we have always strived to do. We sincerely look forward to seeing you again here, even if we're hiding behind our gowns, masks and shields!

Cassio Road Dental Practice

6th June 2020