



June 2020

Dear Patient,

We very much hope that you and your family are in good health.

We are very pleased to inform you that we now have official permission to reopen Horizons Dental from Monday 8th June 2020. However, as you will appreciate, surgery will not be operating at full capacity as we will need to implement strict measures in social distancing at the practice. This will include spaced out appointments to allow for thorough cleaning and decontamination in between patients; so please do bear with us until we get around to accommodating you.

We are very thankful for your understanding during this time and thank you for your continued support and loyalty to the practice. These have been very difficult times for all of us and we understand that many of you have been unable to access the dental care you need. One of our team will be in contact with you over the coming weeks, to make any appointments required and to reschedule any appointments we have had to postpone.

Our priority, as always, is your safety and your care, and we would like to offer you reassurance that we have re-examined all of our procedures and protocols to ensure they give the highest level possible of safety to you and our staff.

We have always had very high levels of infection control in the practice but we have enhanced these measures even further to meet and go beyond new regulations and guidelines following the Covid19 pandemic.

You will, therefore, notice a **number** of changes when you have your next appointment. These will include:

- Before your appointment you will be contacted by one of our team and will be asked to complete a short questionnaire regarding your overall general health. This is to ensure that you don't have symptoms of Covid-19 when you come to the practice.
- You will be asked to thoroughly brush your teeth before arrival to the practice.

- Where possible, you may be asked to wait in your car until your scheduled appointment time, this is to limit the number of patients in our waiting areas.
- You will be asked to use the hand sanitiser on entering the practice.
- We will be taking and recording your temperature on arrival using a no-touch infrared thermometer.
- If you have your own mask, please bring this with you. Due to shortages of PPE nationally, healthcare organisations including ourselves are restricting the use of PPE to surgery use only whilst we manage you so we cannot provide with some of our own.
- Perspex shield have been installed on the reception desk.
- We ask that you always practice social distancing whilst in public areas and these areas will be marked-out accordingly.
- If possible, we will request that you do not bring a companion with you, so we are able to limit number of people within the practice for their safety. If you do require assistance, one of our friendly team will be happy to help.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- You are likely to see your dentist/hygienist and nursing staff wearing additional Personal Protective Equipment (PPE).
- **Please be assured that it is still your old friendly team under these garments and we apologise for lack of visual expression or our usual extended 'banter'. Hopefully this will only be for the short term.**
- We will be using special equipment to decontaminate the surgery between each patient to ensure a safe virus-free environment. All communal areas of the practice will be decontaminated regularly during the day. So apologies for the practice have a strong 'disinfectant' smell.

If you have any questions, please do not hesitate to contact the practice on 01782 515805. Again, we would like to thank you for your understanding and patience during these unprecedented times and we very much look forward to seeing you soon.
Stay safe.

Warmest regards
Dr. Shamsi & the Team at Horizons