

Dear Patients,

It is with great pleasure and after a lot of hard work by everyone at Cobham Dental we are excited to be able to open the surgery to you again. Our phones are being answered but please bear with us as the lines are very busy. **If we can't answer your call please leave us a message and we will return your call.**

Unfortunately, our front door will have to remain locked with any visitors by appointment only.

Our Phased reopening.

We are taking a phased approach to re-opening.

Initially, we have allocated a high proportion of appointments to be able help anyone who has had problems during the lockdown.

If you spoke to us over the lockdown period you will be contacted to arrange an emergency triage visit. Your problem can then be assessed, diagnosed and treatment provided to make you comfortable.

However, please do contact us if you have any new problems that you would like us to assess.

We are also booking appointments for routine examinations that are due or were cancelled by us, hygienist visits and facial aesthetic treatments.

We will then contact patients whose appointments for treatment we cancelled during lockdown to re-arrange their visits. Restorative treatment involves an aerosol being generated, caused by using our handpieces, ultrasonic scalers and drying teeth. We aim to resume aerosol generating treatments, which require the highest-level PPE, by the end of July.

New Operating procedures

We now need to work in a very prescriptive way in order to satisfy infection control protocols and maintain social distancing in order to keep you all safe.

These are:

Pre-appointment we will ask you to:

1. Complete and update your medical history form, as well as, a COVID-19 screening assessment verbally and online. *(Please bear with us as there are some minor teething problems with the new software; however, we are in close contact with our provider to have the system fully functioning as soon as possible)*
2. Attend a pre-appointment video or telephone consultation. You will be contacted by your dentist one day before your appointment

At your appointment visit:

1. At arrival for your appointment we will ask you to wait outside the practice once you have rung the doorbell.
2. We will then open the front door of the practice and take your temperature prior to entry, as well as, rechecking your COVID-19 screening assessment questions.
3. We will provide you with hand sanitiser and a face mask to wear in the practice. If you would prefer to wear your own mask that will be absolutely fine.
4. You will then be asked to put your possessions in a sealed box to leave in reception for the duration of your visit. **Please avoid bringing handbags or valuables.** You may place your mobile phone and keys in a plastic bag with your mask to keep with you whilst you are in the surgery.

When arriving for a booked appointment it would be greatly appreciated if you could:

- **Come alone.** A carer if required is welcome but may need to stay outside. If your child has an appointment please ensure they are accompanied by one parent/guardian only and, where possible, no other siblings.
- **Arrive just a minute or two before your appointment** as we need to keep to a strict appointment schedule to satisfy our disinfection and decontamination timings, as well as, maintaining social distancing. Anyone who is late will need to re-book their appointment.
- The appointment duration needs to be strictly adhered to ensure minimising face to face contact time and allow adequate disinfection and decontamination procedures between patients.

- Bring as little with you into the practice as possible.
- Maintain a two-metre distance from other patients and staff
- We encourage you to pay by card.
- Refrain from using the toilet at the practice.
- Clean your teeth at home prior to your appointment.

We have carried out a significant number of changes within the practice, modified infrastructure, doubled staffing levels, reduced the number of patients attending the practice in a day and sourced PPE. These measures have come at a high financial cost and unfortunately, we are not able to absorb all of the cost. Therefore, we are applying a COVID-19 supplement to our appointments to contribute toward the extra costs.

There are three supplements:

£10 for non-aerosol dentist appointments.

£14 for hygienist appointments.

£40 for dentist aerosol treatments (ones that involve using any drilling or polishing).

As a goodwill gesture to my membership plan patients whose regular monthly subscriptions enabled the practice to survive closure, I am waiving the supplement charge for your first visit back to the practice.

We are very much looking forward to welcoming you back to Cobham Dental in the near future and we are glad to be back.

With best wishes,

Claire and the Cobham Dental team.