

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

We are pleased to let you know that Green Dental will be re-opening on Tuesday 16<sup>th</sup> June following the lockdown due to COVID-19. It won't be business as usual as we will be following additional protocols and guidelines as recommended by the dental and medical professions and the Government. Our priority is our commitment to the safety of our patients and staff.

The whole team at Green Dental are working hard to prepare the practice for re-opening. We want to ensure that your visit to the practice will be an effective and most importantly, a safe experience.

To begin with, the treatments you are offered may be different to those you received before lockdown. It will take some time before services return to what you previously experienced as normal. We thank you for your patience.

The Chief Dental Officer recommends the sequencing of patients that we'll be seeing for treatment as follows:

1. Patients with urgent needs,
2. Patients who were mid-treatment before lockdown
3. Patients who need additional visits to maintain their oral health
4. Patients who are due for routine examinations and hygiene visits

Rest assured, we have not forgotten about you, but we will have to work through the list as above.

Before attending your appointment one of our team will communicate with you to ask some screening questions. You'll be asked the same questions again at your appointment. If you have any queries about your visit, please don't hesitate to ask. If you are unwell for any reason, it is better for you not to come to the practice. If you suspect you have symptoms of COVID-19, please stay at home and follow the NHS guidelines.

With the exception of children and patients with carers, patients should attend alone. One adult can attend with a child

We would like to request that you use your bathroom facilities at home prior to your visit.

## **Attending the practice for an appointment.**

When you attend the practice, please phone us to let us know that you have arrived. Please stay in your car if driving, or outside the practice if walking. We won't be able to admit you until we're ready for you as we won't be using our waiting rooms. We'll contact you to invite you in when our team is ready for you. We'll try our best to avoid keeping you waiting. We'll be trying to coordinate patients' appointments so that patients for different dentists do not arrive/leave at the same time. We'll be using a different door for entry (the side door from the car park) and exit (our main front door). ie appointments will be managed to allow for social distancing between patients.

We will be following guidelines and allowing time between patients to carry out additional decontamination procedures. We occasionally run late and this is usually due to unforeseen circumstances. We hope to keep this to a minimum: at the pre-appointment screening conversation please advise the dentist/nurse of all the problems so that we can allow suitable time for your appointment. We will try to carry out as much treatment as possible in one appointment. Initially all appointments will be for emergency care only.

One of our team will phone you and welcome you into the practice when we're ready. She will take your temperature. If your temperature is above 37.8 C, we will ask you to return home and follow government guidelines.

We have a 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 will ask you to place personal belongings such as your coat, bag, phone, keys etc in a box in the surgery during your appointment. Please bring as few belongings as possible.

You'll find the surgeries rather bare and we no longer offer magazines, children's toys and so forth.

Our team will be wearing various levels of PPE (Personal Protective Equipment) and the window will be open as we must have fresh air circulating in the room. Please come prepared to keep yourself warm if necessary.

We'll provide you with a tissue to use should you sneeze or cough, to help keep the surgery environment clean.

We request that payments are made by card. There will be a temporary additional fee of £9.95 for non-aerosol generated procedures and £39.95 for aerosol generated procedures. There will be no additional charge for children's appointments.

We request that you don't arrive at the practice without an appointment.

By following all the guidelines, we hope to ensure that the patients that we treat are healthy and free of coronavirus. We take our responsibilities to care for both our patients and our staff very seriously.

We're looking forward to returning to work and to be able to see and treat our patients again. We thank you all for your understanding, patience and support during this time.

Best wishes

Rab Young, Hawys Watkins (Young), Frances Watkins