

# THE LEATHER LANE DENTAL PRACTICE

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Dear Patient,

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

You may have heard that dental practices can open for routine care from Monday 8 June. The easiest way to book your appointment will be to follow this link and book online. We will be in contact with all patients who were in treatment or needing treatment when we closed in March in the near future.

Our practice will be opening on that day but we just wanted to be clear that this will not be business as usual. It will take some time before services return to what you previously experienced as normal. Please be patient.

If you have already booked an appointment after 8/6/20 it is going ahead unless we contact you, you will be reminded as normal. Recalls will also be sent out again shortly.

Everyone 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 surgery. Our infection control processes are made so that when you receive care it's safe.

Our practice follows infection control guidelines made by the governing bodies. We are up-to-date on new guidance that has been issued. We do this to make sure that our infection control procedures are current and adhere to recommendations.

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 will be asked those same questions again at your appointment
- We have 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 no longer offer magazines, since those items are difficult to clean and disinfect
- 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.

How you can help:

- With the exception of children and patients with carers, patients should come alone

- A distance of at least 2 metres must be observed if another patient is present in the dental practice
- Payment should be made by card or online at appointment booking
- Book your appointment online if possible
- Staff will not shake your hand
- If you show symptoms following appointment booking, you should contact the practice on 020 7405 1012, so we can decide if it is safe to proceed with your appointment
- Please do not arrive early to the practice. If necessary, you should wait outside the practice
- Please do not arrive without an appointment
- Patients should come wearing a mask if possible or be prepared to wear one.

We cannot wait to welcome you back to the practice soon but in the interim if you have any questions or concerns please do not hesitate to contact us.

Thank you for your patience and stay safe,

Gaynor Potter