

Dear Patient:

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

Feltham Dental Care is now open for routine dentistry.

Our community 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 both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff 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 have to fill a COVID questionnaire before you attend your appointment. The form is available on our website. You'll 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.
- 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 are unable to offer Toilet Facilities at our premises to patients.**

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 1 metre must be observed if another patient is present in the dental practice
- Payment should be made by card where possible, contactless preferred.
- Staff will not shake your hand
- If you show symptoms following appointment booking, you should contact the practice by phone
- 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 or some form of face covering
- When leaving the surgery please use the SIDE DOOR EXIT.

IMPORTANT: If you or a family member have COVID 19 symptoms, please contact us in advance before coming in. This way we can instruct you on how to proceed for the safety of all.

Sincerely,
Feltham Dental Care.