

Dear Patients,

We hope that you are well. These unprecedented times are a challenge to us all.

We intend to revert back to face to face care thus essentially reopen our practice from Monday 15th June. As a result of guidelines for safe practice, we will be making some modifications to our practice and procedures, meaning your journey through the practice will have changed. Social distancing, hand gels, screens and increase of personal protective equipment will be worn to ensure safety. As a result, caution of some treatments will be undertaken with increased PPE and modified by undertaking local measures such as using a rubber dam to limit saliva contamination. Aerosol generated procedures which would normally come from the machine we use to clean teeth will be avoided. This means that hygiene treatment will be undertaken with hand operated instruments only. In addition, we will limit polishing your teeth for the same reason. Please be reassured your teeth will still benefit from having your routine hygiene treatment.

We will stage our appointments and will be prioritised according to need most, from urgent/essential and then routine. This means in the first instance we will contact each patient to book an appointment, please do not attend unless you have been contacted directly. If you have an emergency, please call the practice first. We must ensure social distancing and proper disinfection procedures to ensure that our practice is a safe environment.

We are pleased to announce that we will be implementing, where possible a “contactless visit” at the practice. This is so that you can still attend your dental appointments, but with peace of mind that all unnecessary points of contact have been removed.

At Inspired Dentistry, the most important thing is patient safety and comfort, and that is why we have introduced the following measures to keep our patients and staff safe while at the practice.

- We will communicate with you beforehand to ask some screening questions. You will be asked the same questions again when you arrive in the practice.
- We will ensure the practice and waiting area are not overcrowded. We will do this by leaving suitable gaps between appointments and asking you to remain in your car until we are ready to call you in, while maintaining a suitable distance from one another in accordance with government guidelines.
- We will ask you to leave all personal belongings at home or you can leave these safely in reception. (The practice can take no responsibility for these items)
- The patient toilet will be remained locked, please ensure using the bathroom prior to your appointment. We can of course unlock this if necessary.
- We will also be creating clinics for patients who are most vulnerable, to help minimise contact with others at the practice.
- There will be hand sanitiser stations in reception and throughout the practice for you to use as needed.
- We are setting up forms on our website so that you can complete from your home before your appointment and preferably email back to us. This means that you will not have to touch a pen, paper, or any electronic device other than your own when you attend your appointment. Do not worry, if you do not want to do this, we can find alternative means.
- When you see your dentist, they may be unrecognisable due to amount level of masks we will be using.

- Our dental team will thoroughly disinfect the dental surgery between every appointment. This will reduce the risk of patient exposure to anything harmful while in the chair.
- You may see that our waiting room will no longer offer magazines, newspapers, Water cooler drinks machine, children's toys and so forth since those items are difficult to clean and disinfect.
- We will be putting screens up in reception.
- And finally, as you leave the practice, we will ask that you make payment by contactless card where possible. Larger treatment plans over £45 contactless limit, we will endeavour to take payment over the telephone prior to your appointment.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. If you do have any further questions about these measures, or anything else prior to your appointment, please contact us on 02380 328888 or email reception@inspireddentistry.com.

Follow us on Facebook or check our website to keep informed about updates to the practice.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients and friends.

Kind Regards

Natasha Wiseman
Practice Manager