



101 Leicester Road, Wigston, Leicester, LE18 1NS

01162810646

www.wigstonhousedentalpractice.co.uk

Dear Patient,

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

You may have heard that dental practices can open to routine care from Monday 8 June.

Our practice will be opening on that day but we just wanted to be clear that this may not be business as usual. The treatments you are offered may be different to those you received before, depending on staff and equipment available. It will take some time before services return to what you previously experienced as normal. Please be patient.

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 like the British Dental Association (BDA), NHS England (NHSE), Care Quality Commission (CQC), General Dental Council (GDC) and Denplan (Simply Health). We are up to date on new guidance that has been issued by these governing bodies. We do this to make sure that our infection control procedures are current and adhere to recommendations.

As most patients will know by now the UK Government and the Chief Dental Officer of England released in the media the "Resumption of Dental Services" on 28 May 2020, they stated:

"Today, we are asking that all dental practices commence opening from Monday 8 June for all face to face care, where practices assess that they have the necessary infection prevention and control (IPC) and personal protective equipment (PPE) requirements in place.

Our advice is that the sequencing and scheduling of patients for treatment as services resume should take into account:

- *the urgency of needs*
- *the particular unmet needs of vulnerable groups*
- *available capacity to undertake activity*

Progression to resumption the full range of routine dental care will be risk-managed by the individual practice and can include aerosol-generating procedures (AGPs), subject to following the necessary IPC and PPE requirements. Dental practices should also take steps to risk assess their workforce and take commensurate actions."

This will mean over the next week we will keep you informed on the progression back to Normal Dentistry. We at the practice will update our appointment systems for the near future which may mean appointments are adjusted or moved to allow a safe environment for all our patients and staff. The practice team will contact you in time for this provision otherwise the booked appointments will remain as booked from your previous visit.

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'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.
- We no longer offer magazines, children's toys and so forth, 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 where possible
- 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 if possible or be prepared to wear one.

We are very much so looking forward to seeing you soon. If you have any questions, we are happy to help and advice you so that we all can take steps to keep safe. Please contact the practice for any appointments, help or advice.

Tel: 0116 2810646

Email: wigstonhouse@btconnect.com

Website: www.wigstonhousedentalpractice.co.uk

We are so honoured and grateful for your trust, patience and loyalty and we hope you understand it may take some time to resume and start your dental health care. We look forward to seeing our patients, family, friends and visitors.

Thank you all for understanding.

Yours Sincerely,
Your Team at Wigston House Dental Practice