

30 May 2020

Dear Patient,

We were delighted to hear the announcement that dental practices can reopen their doors on Monday 8 June 2020. We are by no means on the other side of the pandemic and your health and safety remains our highest priority. We are still awaiting guidance from all the Governing bodies.

Fortunately, our team have been working incredibly hard throughout lockdown to prepare and plan for our return to work taking account of the different protocols, the types of personal protective equipment (PPE) we may need for each phase of opening and how to maintain social distancing.

Whilst we intend to start seeing patients again in the week beginning 8th of June, this will be in phases to make the protocols and systems we have put in place are working well and that the risks to everyone are low as possible. We will only be able to see about a third of the usual number of patients due to social distancing and enhanced cross infection measures. We will be prioritising certain procedures and specific patients, in particular those most in need of urgent care. We will work with reduced teams to comply with social distancing measures to keep our colleagues and patients safe. We are also making several changes to the way we operate and will keep you informed of these.

We know this will be frustrating to those who are keen to continue or start your treatment journey with us but hope that you understand that we need to keep people safe and to comply with regulations. We plan to steadily increase the number of patients we can see in a day, as well as the types of treatments we can do over the next few months.

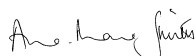
Over the next week, our teams will be undergoing extensive training to rehearse how the day will run and how to use the new PPE. This is an evolving situation. We are monitoring the advice daily and will adapt our protocols accordingly. As soon as we are confident it will be safe for us to re-open, albeit in a phased manner, we will contact you to arrange your appointment. We are still happy to see you remotely and please do not hesitate to request this.

Please keep up to date by following our [Facebook](#) or [Instagram](#) pages.

Thank you for being so understanding during lockdown and we request that you bear with us for a little longer.

We are here for you and looking forward to seeing you again as soon as possible. Until then, we hope you stay safe and keep well. Thank you for your understanding.

With very best wishes



Anne-Marie and Anjali