

Dear Patients,

I hope you and your family are well.

Since my email to you in April, a lot has changed in our society.

One thing that has not changed is our commitment to your safety and wellbeing. This will always be the highest priority for our Practice.

You may have heard that dental practices can open to routine care from Monday 8<sup>th</sup> June. Our practice will be open on that day. It will take some time before services return to what you previously experienced as normal. Please be patient.

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 is 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.

Our Team has worked very hard to ensure that we have all the Personal Protection Equipment (PPE) available, ready to use as and when required.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff.

We will keep you updated on our website. If there is anything that you need, please call us at your convenience and we will do all we can to help. Please check our website for our Surgery Hours. **Please do not attend the Practice without a prior appointment.**

Your dentist and hygienist will be in touch with you in the next week to find out how you are and explain in more detail about the additional measures we have in place to allow for social distancing between patients.

The whole Team has worked very hard to keep themselves abreast of all the changes that we need to incorporate for Best Practice. They have also contributed to The Urgent Dental Care for the whole region as well as volunteering in the Community.

The Practice has been used as an Urgent Dental Centre for Hertfordshire to look after patients in pain and treat emergencies. The whole team have also supported other Dental Practices in the Region to deal with patients in the Pandemic.

They have stuck together and supported each other through some difficult times. They have become stronger as a unit because of the experience. I am very proud of them.

Now, they look forward to seeing and caring for you again and will be in touch.

Best wishes,

*Sab*

**Sab Bhandal BDS**