

We hope you and your family in excellent health. The whole country has been through a lot over the last few months, and we are all looking forward to resuming our normal activities. While lots of things have changed, one thing remains constant: our commitment to your safety.

As always, our practice conforms to all the regulations and guidelines that are published by the official healthcare bodies. You may have heard that dental practices in Wales can open again on 1st July.

Our practice will be open on that day, but we just wanted to be clear that this cannot be business as usual, 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 usual. Please be patient.

You will see a few changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Before attending your appointment, a member of our team will contact you by phone 24-48 hours in advance of your scheduled appointment. It is essential we have an up to date phone number for you; if we are unable to contact you, then this may result in your appointment being cancelled and rebooked. This phone call is vital for the safety of our patients and staff so that we can screen you prior to you attending
- On arrival, please could you wait in your car/outside the practice and call surgery number 01495775252
- At your appointment time, we will invite you into the practice, and you will be able to go straight to see the dentist, without having to wait in the waiting room.
- Appointments will be managed to allow for social distancing between patients
- Companions are of course very welcome to wait in cars, but limiting the use of our waiting room will also help social distancing
- During this period please could you limit the number of belongings that you bring to your appointment, e.g. bags, coats
- We have installed a Perspex screen in our reception area (like those seen in lots of shops)
- We have hand sanitizer that we will ask you to use when you enter the practice
- We will take your temperature using an infra-red thermometer. If you have a temperature above 37.8C, you will be asked to go home in line with government guidance. If your temperature is below 37.8C, you can proceed with your appointment.

- All of our team will be wearing PPE, don't be alarmed, this is for our protection and yours, but it's still the familiar Abersychan team.
- During this period, the waiting room will no longer offer magazines, children's toys etc., since those items are difficult to clean and disinfect
- We will only be arranging appointments over the phone, not in person at the reception desk
- The new scheduling system will initially mean that we will be able to offer you a smaller range of appointment options.
- Our toilets are currently for urgent use only please could you use the bathroom before leaving home
- We will do our best to allow more time between patients to reduce waiting times for you and to reduce the number of patients in the reception area at any one time
- As restrictions are lifted, and we are able to offer more appointments including hygienist visits, we will do so safely

We are happy to answer any questions that you may have about the procedures described above, which are designed to keep you, and every patient, & our team safe in our practice. We value your trust and loyalty and look forward to seeing you again. To make an appointment, please call the practice on the usual number 01495 775252