

Dear Patient,

We trust this letter meets you well. We have arranged an appointment for you to see the dentist. During this COVID-19 pandemic era, we have made some changes in the practice to improve your safety as well as that of our staff and of the community in general. We would like to bring these to your attention and request that you follow these guidelines as much as possible. This would help control spread of the Corona virus.

1. Please do not attend the practice if you have had COVID-19 symptoms such as Fever, Shortness of breath or a dry cough. You should self-isolate for 14 days from when your symptoms started. This also applies if you have had recent direct contact with anyone who has had the symptoms.
2. We will send you Health Questionnaire and COVID assessment forms by e-mail instead of giving them to you to fill in the practice. Could you fill these and email them or post them back to us at least 48 hours before your appointment. If this is not possible, then you will need to fill them in the practice.
3. Please bring along with you a copy of your prescription if you are taking ANY MEDICATION
4. When you arrive at the practice, please press the Buzzer and wait to be let in.
5. When you come to the practice, please do not come with any luggage such as shopping or escorts. Only children of 18 and younger or people with translators can attend with an escort.
6. Please attend with a face cover such as a face mask. If you don't have one, the practice will provide one for you at a cost of £2=. You will need to wear this until your dental treatment is about to start.
7. When you get to the practice you will be offered hand sanitizer gel and a protective shoe cover to where over your shoes.
8. When you get to the practice, your coat and personal belonging will be placed in a box outside the Treatment Suite. You will be able to collect this after your treatment is completed,
9. We encourage paying patient to pay by card instead of cash, preferably contactless.
10. We try to do as much dental treatment as possible per visit to reduce the number of visits and reduce risk.
11. After your appointment is concluded, please remove your shoe cover and place it in the bin provided and then sanitize your hands again with the gel provided before leaving the practice

PLEASE REMEMBER – Maintain social distancing

- Wash your hands often with soap and water for at least 20 seconds
- Wear a face mask especially when in proximity to other people
- Avoid public transport unless absolutely necessary
- Encourage ventilation and avoid enclosed areas with other people.
- Use hand sanitisers with 60% alcohol

Patients who wish to book an appointment should send an e-mail to info@wiltontental.co.uk or call 0207834 6361 .Please do not come to the practice to book an appointment as this will maintain social distancing reduce the risk of transmission of the virus.

We thank you in helping to keep you and everyone else safe.

Dr Wale Towolawi

Your friendly dentist

CANCELLATION OF APPOINTMENTS

If you have to cancel your appointment, please give us **at least 24 hours' notice** so we can book it for another patient. If you cancel at shorter notice, our computer systems will book you as a **'Failed To Attend'** and it may take you a long time to get another appointment. If this happens twice, there is a risk that the System may **'BLOCK'** you from booking further appointments and you would then need to seek further dental care from another dental practice