

## COVID-19-New ways of working

From the 8<sup>th</sup> June our practices will start to see patients for appointments that we have arranged. As we have been unable to see patients since mid March we will initially be contacting patients who have had problems with the brace then contacting patients with braces on. We will be seeing patients in order of when they were last seen so please be patient. If you are experiencing any problems with your brace or need any advice please contact the practice in the usual way. Some less urgent appointments may be rescheduled to initially prioritise the patients we see.

To ensure the safety of our patients and staff we will be adopting new procedures in line with government and governing body advice. Despite the new ways of working, we are still the caring, friendly orthodontic team you know and we will continue to provide you with the same exemplary care as always, in a safe and responsible way.

### **You may notice some differences to our 'normal' way of working and we ask that you kindly respect these in order to minimise risk to everyone**

- We are committed to maintaining up-to-date and rigorous infection control procedures and so appointment times may be longer and staggered to allow extra time for social distancing in the practice and thorough cleaning of surgeries, equipment and communal areas. This is for everyone's safety
- Some procedures or treatments may be deferred or reassessed, in order to minimise risks, this will be discussed at your visit
- Prior to your appointment, we will ask about any symptoms and underlying health problems to screen for COVID-19
- Please **do not** attend your appointment if you suspect you have COVID-19 symptoms
- Only attend the surgery if you have an appointment
- With the exception of children and patients in need of support or supervision, patients should come alone.
- Please DO NOT bring extra visitors, so that we can reduce the number of people in the reception area.
- Please keep belongings (coats, bags etc) to a minimum
- Please arrive on time for your appointment
- Please use the hand gel provided on entering AND leaving the practice and observe public health measures like covering your mouth when coughing or sneezing.
- Practice staff will chaperone the patient to the surgery. The patient should not touch anything as they enter the surgery
- Please observe a distance of at least 2 metres from other patients
- We kindly ask that you avoid using the toilets at the practice if possible
- If you pay for treatment, please use a card rather than cash
- Please let us know if you develop COVID-19 symptoms within 14 days of your appointment

We thank you for your continued patience and understanding during this COVID-19 pandemic