

Hilltop View Dental Practice
222 High Street
Blackwood
Gwent
NP12 1AJ
Tel: 01495 224166

Dear Patient,

We hope that this letter finds 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.

Infection control has always been of prime importance at Hilltop View as you will have seen during your appointments over the years. Our infection control processes are designed so that your dental care is both safe and comfortable. We are writing to tell you about some of the procedures that we have in place to ensure that you will always receive the highest quality care.

As always, our practice conforms to all the regulations and guidelines that are published by the official healthcare bodies in Wales.

You may 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:

- We will communicate with you beforehand to ask some screening questions
- You will be asked some of those same questions again when you attend for your appointment
- On arrival, please could you wait **in your car/outside** the practice and call **01495 224166**
- 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
- For the same reason please could you attend the practice alone, unless you are bringing a child for their appointment
- 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 temporary 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
- During this period, the waiting room will no longer offer magazines, children's toys etc, since those items are difficult to clean and disinfect
- While our toilets are currently for urgent use only please could you use the toilet before leaving home
- We will do our best to allow greater time between patients to reduce waiting times for you and to reduce the number of patients in the reception area at any one time

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, safe in our practice. We value your trust and loyalty and look forward to seeing you again.

With very best wishes from,

All at Hilltop View