



Dear Patient,

We are pleased to inform you that Ashley Dental practice is open and able to provide a full range of dental services. We would like to explain some changes we have made to the practice to help protect both patients and staff from Covid 19:

- All staff will be wearing additional protective clothing as well as having daily temperature checks.
- There will be additional cleaning of the surgeries and practice including the use of a fogging machine to mist the surgeries with disinfectant. Following some treatments we are also required to leave the surgery out of use for a longer period of time for decontamination purposes.
- Please try to arrive to your appointment on time and not too early. This way we can better control the number of patients in the practice. If you arrive by car please wait in your car until your appointment time.
- If possible please wear a face covering to your appointment.
- Please can you try to attend your dental appointments on your own to reduce the number of people in the practice. However, there will be exceptions such as children under 16 who will require an adult to accompany them and patients who need to bring carers. Please do not bring unnecessary clothing or baggage.
- When you attend your appointment you will be asked some COVID medical screening questions. Our nurse/receptionist will also take your temperature to check for signs of a fever.
- When you enter and leave the practice you will be asked to use the provided hand sanitizer to wash your hands thoroughly.
- Upon entering the surgery you may be asked to use a disinfectant mouthwash prior to any procedure.
- Please pay by card/contactless and not cash if possible.
- Unfortunately we will not be able to continue to provide our walk in emergency service at this time. Any patient requiring urgent dental treatment will now need to ring the practice to arrange an appointment.

Please note that there will be **NO** additional cost for the personal protective equipment (PPE) used during your appointments.

Thank you for your continued support.

Sincerely,

The Ashley Dental Team