

Sandy DentalCare

10 Market Square

Sandy

Bedford

SG19 1HU

May 2021

Dear Patient,

We hope this letter finds you and your family in good health.

We are pleased to be able to inform you that we have returned to offering full dental care following a long period of limitations. There is a backlog of patients still to be seen for routine appointments and we are working through our recall lists to address this. As we are still following Covid 19 infection control measures and guidelines we cannot see the volume of patients in a day that we could pre-Covid so please bear with us if you still have to wait a while for a routine check-up.

Our team have now received both doses of the Pfizer vaccine. We all wear face masks, and have our temperature taken on arrival and of course sanitise our hands frequently. We also have lateral flow test kits which we do twice a week to ensure we remain safe and Covid free making this a very safe environment for our patients and ourselves.

Patients will still be asked Covid screening questions what are emailed to you to complete and return to us declaring that you are Covid free and able to attend any booked appointments. If you do not have an email address that is not a problem because we can ask the questions when you come for your appointment.

On arrival, patients should knock on the door to let us know they have arrived, and a member of the team will come to the door, take your name and record your arrival. The waiting room remains closed so we will call you in as the dentist is ready for you. When you are called in please ensure you are wearing a mask or have an exemption note. We will take your temperature and ask you to wash your hands with hand sanitiser before entering the surgery.

IT IS IMPORTANT YOU DO NOT ENTER THE PRACTICE IF YOU HAVE A TEMPERATURE, NEW COUGH OR ANY POTENTIAL SYMPTOM OF COVID.

Reception will continue to ask triage questions on behalf of the dentist to assess the urgency of your need. We are extremely busy and do all we can to get you seen as soon as possible.

If you are not a regular attender with your next routine appointment in the system, we may not be able to resume seeing you on a regular basis due to reaching our capacity of NHS patients. This does change from time to time. We realise this inconvenience and disappointment this may cause you but there may be other dentists in the area who are able to see new NHS patients which you can find out by calling 111 or looking at the NHS website under 'Find a dentist'. Alternatively, you may choose to try ringing us at the end of the month to see if our availability has changed.

We look forward to seeing you again now there is some light at the end of the tunnel but in the meantime, we ask you to be courteous to our receptionists who are doing their best to help you in difficult circumstances and respectful of all team members who aim to make your experience a positive one.

Kind regards

Sandy DentalCare