

Dear Patients,

We hope this letter finds you and your family in the best of health. We are pleased to announce that our practice is now open to see our patients. We will begin seeing patients with specific problems with their braces, appliances or wires from when we have received PPE supplies. We had no prior warning of an opening time scale from the government or any professional bodies and therefore this information came to us at the same time as the public. We will contact and see patients in accordance with the priority guidance given by the relevant bodies to book appointments when we are ready. Please avoid contacting the practice unnecessarily. However, if you are in pain please feel free to contact the practice directly via telephone.

Whilst many things have changed, we want to reassure you that we remain committed to the safety of our staff and patients. Therefore we are screening staff and patients before allowing them to attend the practice. Patients who have symptoms will need to follow the government guidance on social distancing and self isolation until symptom free. We will be asking the following questions on the day you attend for your appointment:

- Have you tested positive for COVID -19?
- Are you waiting for COVID -19 test results?
- Do you have any symptoms regarding COVID-19, new cough, loss of taste/smell, high temperature, trouble breathing, any flu like symptoms
- Is anyone in your house currently self isolating or tested positive for COVID-19 In the last 14 days.
- Have you been notified by NHS test and trace in the last 14 days that you are a contact of a person who has tested positive for COVID 19 and you do not live with that person?
- Have you travelled out of the country in the past 14 days?

We will only see patients for face to face appointments if all of the above conditions are met.

We have always maintained the highest standards of infection control. We would like to inform you of changes we need to implement to reduce the risk to you, your families and to our staff.

- All patients must stay outside the practice and will call the receptionist upon arrival. Please do not try and walk in without calling as the premises will be locked
- You will be asked the screening questions above before being allowed to enter the practice
- Only the patient will be allowed in the practice (please contact us beforehand if you have any reasons why you need to attend with your child)
- Patients will be asked to clean their hands for 20 seconds upon entering the practice
- Patients will also be asked to ensure all their contact details are correct and up to date
- You must maintain social distancing whilst in the waiting areas. The waiting area will not have magazines, toys or games as these are difficult to disinfect
- No food is to be consumed on the premises

Central Orthodontics Bearwood - 341 Bearwood Road, Smethwick, B66 4DB - 0121 434 4910
Central Orthodontics Tamworth - 16 Ankerside, George Street, Tamworth, B79 7LQ - 01827 61349
Central Orthodontics Kendal - 15A The Westmorland Shopping Centre, Kendal, LA9 4LR - 01539 239 133

- Patients must avoid touching personal possessions and any surfaces unless absolutely necessary
- Appointments will be staggered to aid in social distancing and protect patients and staff. Therefore appointment times and waiting periods may be longer
- Once the appointment is complete, we will send a treatment update with your child. Feel free to request a call to discuss the appointment with the treating clinician
- We will book following appointments in surgery so that patients do not exit back through the reception area maintaining a one way system. If you need to change the appointment please contact the practice
- We will do our best to allow more time between patients to reduce any waiting times and the traffic of people in the practice
- Some treatments may be limited due to BOS guidelines (Aerosol generating procedures such as bond-ups and de-bonds)

Due to these guidelines, we will be seeing fewer patients per day so please be patient with us. We have a back-log of patients to see and will try to prioritise those in most need as per BOS guidelines. We will always wear the appropriate PPE for each appointment. All team members will be health screened before their shift. Unfortunately, the virus is still a threat. However, we have always used universal precautions and we will continue to do so. We thank you for your understanding and patience in this difficult time.

Best wishes
Central Orthodontics