

We understand that the Covid-19 pandemic has affected everyone and the recent rules regarding staying at home, limiting our movements and social distancing, has been a testing time for everyone. As we move forward into what we hope will be the beginning of the 'new normal', we want to share with you all the work and changes that we have undertaken, and the advanced technology we are introducing into the practice to keep everybody safe.

Our focus, as always, is the provision of the highest quality of care in the safest environment possible.

Naturally we have redesigned the layout of the practice and the way we will work in order to adopt all of the hygiene and social distancing measures currently recommended. This, however, has only been our basic starting point. You will no doubt have read articles, or seen news stories, about the way that the active infection of the virus Covid-19 can be transmitted through aerosol droplets in the air. It is therefore understandable for you to have concerns about any treatment we may propose, so I want to reassure you by explaining all of the things that we now have in place for your safety.

In addition to the usual high level of cross infection control measures we routinely undertake, and the visible additional levels of personal protective equipment (PPE) we are wearing, the barrier screens and essential health checks that we undertake before you come into the practice, we are also seeking to minimise the production of any such aerosol. Initially this is by only offering a very restricted range of treatments because we have to limit the use of the water cooled handpieces and cannot undertake any hygienist visits.

We have been working relentlessly over the past weeks to seek ways to sterilise and purify the air and have invested in the latest air sterilisation technology (which will be installed within the next few weeks). Once we have this up and running, we will be able to restart a much more comprehensive and 'normal' range of treatments while still maintaining an enhanced level of cross infection control measures within the whole practice.

In this early stage of our return to work, we are actively managing the risk from any air borne particles by allowing a long 'fallow' time (of more than 60 minutes) between occupancy of any treatment room; this is so the air can settle. After this time period the room is then cleaned and sterilised prior to it being used again.

For your peace of mind we want to assure you that the guidelines which we now work to are extremely comprehensive. Your safety, and ours (all the practice team members), are our absolute priority. We strictly adhere to all these guidelines and also seek to exceed them where this will provide an even safer environment in which we can work.