

26 May 2020

Dear Patient,

I hope this letter finds you safe and well.

You will no doubt be aware that all dental practices were forced to close due to the Covid19 crisis at the end of March. I am very sorry if your appointment was cancelled or if we have not been able to see you face to face to deal with any dental problems arising during this time.

I am writing to let you know that we are currently in the process of working through the steps that will be required before the practice is allowed to reopen to ensure the safety of all patients, staff and visitors. There may be new ones to come, however I can reassure you that we will be well positioned to cope, once we have been allowed to reopen to see patients again.

The UK dental profession's record on cross infection control has been second to none. It is important to emphasise that the profession has a high level of expertise, experience, protocols, PPE and sterilising equipment for dealing with cross infection control and safeguarding patients and staff. Nevertheless, here at Alpha House, we are investing in whatever additional PPE and other items of equipment that will serve to provide maximum safety and protection to our patients, staff and visitors.

Long before Covid19 appeared, dentists learnt how to deal successfully with the risks of HIV, SARS, Hepatitis, Herpes, influenzas, measles and BSE on a routine and daily basis. The cross-infection safeguards in the dental setting are second only to a hospital operating theatre.

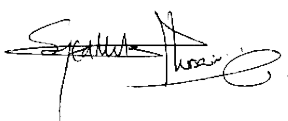
This has been a deeply frustrating period for us all. We have been unable to care for our patients, complete any routine work and furthermore have not been able to attend to new patients who often need our urgent help.

Please be assured that once we are given the green light to reopen by the dental regulators, we will be in touch to rearrange all cancelled appointments and you will also be able to call us to make new appointments.

I want to conclude by reassuring you that while there may be slight changes in the way things look and how we do things at the practice, we are still committed to providing the highest quality of care in the safest of settings, in the friendliest manner.

The whole team looks forward to welcoming you back to the practice.

Yours sincerely,



Mubariz Hussain  
Clinical Director