

To all our dear patients,

Following the announcement by the government on the 28th of May, we are pleased to inform you that we will be re-opening the practice from Tuesday the 9th of June 2020.

Since the lockdown began three months ago, we have unfortunately had to cancel many appointments due to this unprecedented pandemic. Therefore, our re-opening will be done in a progressive way complying with all the relevant recommendations in order to keep our patients and staff safe.

Bearing that in mind, we will be initially prioritising appointments for our existing patients who have had or have got dental emergencies (this to be achieved at the moment without using the drill). Therefore we would kindly ask you NOT TO attend the practice unless you have got an appointment.

At Crown House Dental Practice the most important thing is our patient's safety and comfort, and that is why we have spent the time of closure upgrading the practice and introducing the following measures to keep our patients and staff SAFER than ever.

The practice as you are aware, was always a very clean and safe environment. In addition to the hand sanitizers at the entry point, we have upgraded our PPE and re-designed the patient journey in line with social distancing.

We will be conducting pre-screening tests of patients which will include taking your temperature on arrival. Your medical history will be updated over the phone or by email and we will advise you to keep any belongings in your car if possible. Any personal items which can not be kept in your car, will be placed in a sealed box at the practice and kept outside the treatment room.

Once you are in the treatment room, you will be asked to wash your hands with soap and water for 20 seconds.

We will be booking your appointments in a way to ensure that only one patient is present at the practice at any one time and only the patient will be allowed to enter the practice.

We ask that you wait in your car or in a safe place outside of the practice until called in. We will notify you via your phone when you should enter the practice. We will also ask you that you pay contactless or by card. This crucial step greatly reduces touch points at the practice.

Between all appointments as always, the dental team will thoroughly disinfect the dental surgery, reducing the risk of exposure to anything harmful while you are in our dental chair.

We thank you all for your patience during this difficult time and look forward to seeing you again soon!

We will be in touch as soon as we are ready to see you,

Kind Regards,

Frederic Eid