02/10/2020

Dear Patients and Friends of the practice,

What a strange year this has been for all of us. As we move into Autumn it seems a long time since we went in to lockdown and not a lot has happened since! The recent announcement from the government that we are likely to spend this winter in a similar way didn’t do much to lift our spirits but at least we are all better prepared now.

The latest guidance to us from the Chief Dental Officer indicates that we can continue to operate as we are doing now with our stringent Covid-Safe systems in place. We are not anticipating at this time any change to this unless local or national guidelines change.

We have seen many of you since our return to work in June, and really enjoyed catching up on the ways in which you have adapted to changed circumstances. If we haven’t seen you yet, please do make an appointment whilst you can. We completely understand if you have concerns about coming to the practice but we have worked very hard to make it safe and we want to do all we can to help look after your health. Please telephone and speak to one of the reception team who can help with any queries you might have. If you have an appointment and are feeling unwell, please call us and we would be happy to rearrange it for you. We want to avoid any unnecessary risks to the other patients and the team.

Sadly, we must say goodbye to two members of our team this week. Nikki Triffitt has decided now is the time to retire after more years than we can count!! We wish her all the very best for the future. Sarah Pritchard, our daughter, who has been with us for 7 years as nurse /receptionist, is off to start her training as a hygienist. ( Proud Mum and Dad!) They will both be greatly missed as our team is very much like a family.

We are excited to report that we have welcomed three new members to the nursing team- Maya, Ollie and Nitika. They will provide cover for Babita who is on maternity leave, for Sarah and carry out all the extra duties which the coronavirus pandemic requires us to undertake.

We have now reopened our automated recall system so you may now receive a reminder that your appointment is due. You will be asked to complete an updated medical history and a Covid questionnaire before you attend the practice. If you would like to come in but have any concerns regarding your medical status, please call us and one of the clinical team will be able to advise you. Patient flow and numbers are very carefully managed at all times but we can accommodate you at a quiet time if necessary. If you are aware that you are overdue, you can also use the link on our website to book available slots, call 01483495303 or e-mail reception on info@goldsworthroaddental.co.uk.

It seems unlikely now that we will be able function with a fully operational waiting room at any time in the near future and we doing all we can to make appointments as convenient and comfortable as possible given the current restrictions including our locked door policy. Firstly, a few reminders.

Please don’t arrive early for your appointment as we may not be able to admit you to the practice until your appointment time because of the need for social distancing, and as the weather will inevitably begin to deteriorate, we don’t want you to be uncomfortable outside. Remember if you arrive by car, you can wait in your car, text your name to 07719 655279 so we know you have arrived, and we will call you when we are ready. There is also a porch by the rear door of the practice where you can wait/shelter.

Please think carefully about what you need with you for the appointment as we ask you to place your belongings in a box outside the surgery and space will be limited if you also have a coat.

Please do come alone for your appointment unless you need an accompanying person.

Could you please also remember to bring your mask as you will be required to wear one at all times inside the practice (except when you are in the dental chair of course!)

If you usually purchase your oral hygiene products from us, remember that you don’t have to come in to collect them. You can call or e mail us and we will post them out to you.

Wishing you all a very pleasant Autumn- fingers crossed the sun will continue to shine for as long as possible. Once again, a big thank you for all your support and kind messages. We really do feel we are all in this together.

Yours sincerely,

Andrew and Catherine Pritchard