

DEAREST PATIENTS OF THE OLD SURGERY

As the Government lift many of the restrictions we have been living with for many months, we wanted to reflect on what's happened over the last year and what the next few months will be like for our team and patients.

Firstly, we want to thank all our wonderful patients for the support, understanding and loyalty you have shown through this very difficult time.

It's so important to us that you know that without your support the practice would not have weathered the COVID storm and without all the positive and kind words of thanks you have extended to our team, we are leaving the storm knowing how appreciated we are by you...words can't explain how much that has meant to us and help kept our spirits up.

The team at The Old Surgery have proven to be the kindest, hardworking and dedicated bunch we could wish for, and have shown themselves to be so professional...whatever the difficulties. They have turned up, put a smile on their face (albeit behind a mask) and cared for our patients in a way they should be proud of.

We appreciate your understanding of the changes we have made such as the patient portal, waiting patiently in your car, being called in and escorted to the surgeries and of course the communication barriers caused by PPE. Working within the Government guidance has kept our patients and team safe and enabled us to continue to provide the care needed.

Whilst there are some things that will ease in time, the pandemic has brought new ways of working, which will remain, such as the remote forms which our patients have adapted to beautifully.

We hope that the lifting of restrictions will help us all get back to a more normal way of life, but many of our COVID standard operating procedures and systems, will remain, as the government wish for Dental Practices in England to continue using our precautions, PPE and therefore continue to keep our patients, especially our vulnerable patients, and the team safe. While many have now been lucky enough to receive their 2nd vaccine, there are still many who have not, and due to the added risk that the Delta variant is revealing, we need to remain safe for all our patients and team.

Rest assured that we cannot wait to see the back of enhanced PPE, restricted appointments, social distancing, (free hugs will be provided to those needing one, when we are allowed) and the lack of chats so many of you look forward to having with our reception team when you visit (we know that is the best bit, as we love it too).

We still need you to come alone where possible, you will still be escorted to the surgery, and COVID screenings are still required. This will continue until the Government feels it is safe for us to stop.

We know many of you probably have friends and family who are not able to access dental care, and a huge number of the population in England have been left without a dentist due to the pandemic. We hope that you feel reassured that we are here for YOU and that is due to our wonderful hardworking team and the patients that value us.

The next few months will reveal changes for us all and it's vital that everyone feels confident and safe and that we can adapt together.

With our warmest wishes to you and yours.

The Old Surgery Team

