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This is a challenging time for all of us, and we want to reassure you and your families that we are taking all necessary steps to comply with Government advice. Our priority is the safety of our patients and the team at Collins House.

We have made the decision that we are going to suspend all routine appointments from 23<sup>rd</sup> March, until Government advice changes. **We are however going to remain open as normal for emergency dental care.** If you have a problem, please be reassured that if you ring the practice in the normal way, we will aim to offer emergency treatment the same day at Collins House, as we have always done. Our out of hours emergency rota for Denplan and Private patients which we run with some of the other practices in Hereford, remains operational from 5pm – 9pm on weekdays and from 9am-9pm on weekends and bank holidays. All NHS patients are to call NHS111 for further guidance. If you have a routine appointment booked with us in the next few weeks, expect a phone call from us postponing it for a little while. Some of you will already be isolating due to age, health issues or exposure to Coronavirus, and the news that we are not expecting you to come into town for your appointment may be a relief to you.

**All the dentists (health permitting) will also be available for telephone conversations and advice in normal working hours.** Please let our reception team know and your dentist will call you back at a mutually convenient time.

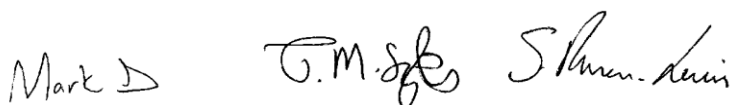
Our patients are really important to us – you are all part of the “Collins House family”. Our caring team, will be quieter at work as a result of the crisis. **If you are isolating and need provisions or other help,** then please give our reception team a ring and we will do our best to help.

Please be reassured that you will not miss out on any of the dental care you need. Once the crisis is over, we are thinking of working seven days per week to catch up and give you the quality care that you have always received from us, which will be covered as always by your monthly Denplan payments.

We understand that some of you may be worried about your jobs and income. If you are experiencing financial difficulty, then please let our reception team know in confidence and we will look at how we can help support you and keep you registered as a Collins House patient until normality returns.

Thank you for your patience and support as we navigate the next few weeks together. Please look at our website and Facebook page for updates and news.

With best wishes to you and your families,



Mark Doyle, Simon Portman-Lewis, Mark Sykes, Claire Annett, Kay Milesen, Meera Thakar and team