

CHANGES AT THE PRACTICE

A

We now must screen every patient before treatment. If we cannot complete a coronavirus check, we will have to cancel your appointment.

B

Patients will need to wait outside, preferably in their car. Please call reception when you have arrived. A nurse will meet you on the ground floor.

C

Where possible please attend the practice on your own to help social distancing. Escorts will only be admitted to the practice if we feel this is necessary for the wellbeing and safety of the patient.

D

We are still the same friendly team behind the PPE. Remember, we are all here and just as approachable as we have ever been.

1

BEFORE YOUR
APPOINTMENT

- Where possible, we will take payments over the phone to reduce contact.
- You will be contacted before your appointment to carry out a health questionnaire



2

APPOINTMENT
DAY

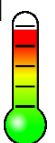
- Before arriving, please hydrate, brush your teeth and use the lavatory – as ours will only be available for emergency use.
- Bring only what you need. Leave any shopping until after your appointment as you will be unable to keep it with you.
- Please call reception to say you have arrived. Arrangements will be made to meet you.



3

ENTERING THE
PRACTICE

- On entry, we may take your temperature using a contactless thermometer.
- You will be asked to cleanse your hands using our dispensers.
- Enter alone where possible. Please observe social distancing. We will be limiting the number of patients we see.
- Our reception team will be sat behind a screen for extra protection.
- You will be guided straight into the treatment room if possible.



4

INSIDE THE
SURGERY

- You will be within 2m of our staff, but they will be wearing our new enhanced PPE.
- Prior to treatment, you may be asked to rinse your mouth with mouthwash provided for 1 minute.
- Treatment will be carried out with the usual care and attention to detail. Steps will be explained as we go.



5

AFTER YOUR
APPOINTMENT

- Contactless debit card payments will be preferred.
- The surgery will be cleaned and disinfected thoroughly.
- The surgeries will remain empty for a specified amount time to allow for rigorous cross infection control.



ADDITIONAL STEPS WE ARE TAKING

The staff will undergo daily temperature checks and risk assessments.

We have increased disinfection and PPE protocols from our already high level of disinfection and PPE standards.

We will be seeing fewer patients initially to allow time for decontamination and deep cleaning between each patient and to allow for social distancing.

Social distancing markings have been placed on the floor.

We have No official opening date as we are ensuring our practice complies with latest guidance and all the adequate PPE to ensure safety of our patients and staff

Keep checking our website as we hope to announce the date very soon, and we look forward to seeing you all again!