

Latest Covid Patient Journey

Just to make you aware of our up to date protocols to ensure that we are COVID safe. You will receive a text/email confirmation of your appointment on the working day before your appointment, this will also include a COVID-19 screening, which you **MUST** reply to the text/email answering the following questions:

- Have you or anyone in your household had any symptoms/tested positive for COVID-19 in the last 14 days? Symptoms include a continuous cough, high temperature and loss of taste/smell
- Are you or anyone in your household shielding?
- Have you or anyone in your household travelled outside of the UK in the past 14 days? Unfortunately, our practice policy is that if anyone has travelled outside of the UK in the 14 days prior to their appointment they will be unable to attend their appointment regardless of where they have travelled to/from.

We are still asking for patients to attend their adjustment appointments in the surgery alone as this helps with maintaining social distancing measures. We will allow **ONE** parent into the practice if your child is having an initial consultation appointment, brace fitting appointment, removing brace appointment or fitting of retainers. Unfortunately, we will be unable to let in additional younger siblings into these appointments so if you would like to come into the practice then please arrange alternative childcare. The parent attending **MUST** be wearing a face covering throughout the whole appointment.

When you arrive for your appointment please come round to the front door, keep your distance from the door and please **DO NOT** touch the door. You do not need to tell us that you have arrived. A nurse will open the door and call the patient's name and ask you to come forward. If you are not outside our front door at your appointment time, we do not know that you are here which may result in rebooking your appointment.

Once the nurse calls you forward, the patient's temperature will be taken and parent's if the parent is attending too. All being well you will be invited into the practice. We will ask you to step onto a disinfectant mat which disinfects the soles of your shoes. The nurse will also give you some hand sanitiser before leading you to the surgery.

Once you are in the surgery, the patient may be asked to use a mouth wash, this will help to kill any germs inside of your mouth. Please note that it will foam in the presence of germs, it may also taste a bit strange and it may cause the gums to feel a little sore.

After your appointment please follow the marked-out arrows on the walls and floors which lead you to our back door to exit, which ensures a one-way system.

PLEASE CONTACT THE PRACTICE ON 01438 765390 TO BOOK IN YOUR CHILD'S NEXT APPOINTMENT.

We ask for you to be mindful of other patients by maintaining the social distance between yourself and them and to avoid touching anything while you are in the practice unless you really need to.

You will also be sent a medical history questionnaire please fill and return to us prior to your appointment. **FAILURE** to return before your appointment may result in you needing to rebook the appointment.

Due to all of these measures and having increased treatment times to allow for deep cleaning the surgery in between each patient, your appointment times between appointments may increase. Also, it may be necessary to cancel appointments at short notice if there is a spike in numbers in the area or the practice has to close due to any staff members contracting Covid 19. To help prevent any infections in the practice we ask that you do not attend appointments if you have any symptoms and also that if you are self isolating or any member in your family is self isolating, please do not attend your appointment. This includes if your school bubble has an infection and you cannot attend school, you cannot also attend your appointment.

We look forward to seeing you at your appointment and helping to ensure that the practice remains Covid free and safe for all our patients and staff.