

Patient Advice

How you can help

- With the exception of children and patients in need of support or supervision, patients should come alone
- A distance of at least 2 metres must be observed if another patient is present in the dental practice
- Explain to the patient that elective procedures may be deferred or reassessed
- Staff will avoid shaking hands
- If you show symptoms following your appointment booking, you should contact the practice by phone to cancel
- Please do not arrive without an appointment as you will not be seen
- Follow up the patient within 14 days of the appointment to ask whether they have since developed COVID symptoms
- Please do not arrive early to the practice and if necessary, you should wait outside the practice on. There will be clear floor marking visible
- Please do not bring any unnecessary personal belonging, i.e bags/shopping
- Patients should come wearing a mask if possible or be prepared to wear one.
- Please make sure you use the bathroom prior to your appointment as the practice patients' toilets will not be in use

Payments/consent

- ***Payment should be made by card where possible or can be done prior to your appointment over the phone***
- ***Please sign the consent form attached and email this back prior to your appointment, if this is not possible please note that using the covid-19 period to coincide with our rigorous cross infection prevention control policy we will be required to sign this document on your behalf***

Your new patient journeys

You may see some changes when it is time for your next appointment. Please be aware that staff members will always be in full PPE and you will notice a Perspex screen at the reception desk. We made these changes to help protect our patients and staff.

- On your arrival please be aware that the practice front door will be locked. You will be required to call reception to inform us of your arrival. Please wait outside on the markings provided and a member of staff will escort you in

- Please expect your temperature to be taken on arrival by a contactless device. If your temperature is over 37.8c you will not be seen
- You will be asked to remove personal belongings/ garments, which be stored in a lidded plastic box
- You will be directed to disinfect your hands at our hand sanitization station
- The screening questions you were asked on your initial telephone consultation will be asked again by a member of staff on your arrival, please see the questions attached within your pack for your perusal
- We no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect
- Appointments will be managed to allow for social distancing between patients. That might mean that you are offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
- Please be aware that some treatments will not be offered right away, this is due to the supply of essential PPE which dictates whether a dentist can offer aerosol generated procedures. Therefore, we may still refer you to urgent dental centres for such treatment as necessary