

Instructions for Attendance During this Phase of COVID-19

We are looking forward to seeing you at the practice again! In order to optimize the service that you receive and to aid in the smooth running of the practice in these new conditions of working, we would greatly appreciate you following the points below when attending the practice for your appointment.

- Please print off the Risk Assessment/Consent form. You must bring the completed Risk Assessment/Consent form with you to your appointment. In order to maximize the effective use of your dental appointment time, please ensure that you have read the form, and that you bring the form with you already completed. Only complete the sections relevant to you as the patient. Any queries on this can be discussed with your dentist/hygienist.
- If you are unable to print off the Risk Assessment/Consent form, please come to the practice 5-10 minutes ahead of your appointment time, ring the doorbell at the patient entrance, and one of our reception team will provide you with a form to complete while you wait on the dentist/hygienist to come outside and bring you through for your appointment.
- You must come on your own unless there is a need to be accompanied. In order to follow social distancing guidelines, no one will be allowed to wait inside the practice.
- In order to avoid the £1 charge to cover the cost of a disposable facemask, please ensure that you bring your own mask to wear upon entering the practice.
- You should bring a pen with you to the practice to sign your medical history and/or consent forms.
- You should clean your teeth thoroughly before attending for your appointment and once cleaned avoid all food and drinks other than water until after your appointment.
- Ensure that you use the toilet prior to attending the practice for your appointment as our patient toilet will generally be unavailable during this time.
- If you are having dental treatment (e.g. use of the dental drill etc.), the treatment room will likely be kept quite cool with air conditioning. Please dress appropriately and if needed bring additional covering.
- Do not bring any unnecessary belongings into the practice.
- You should arrive 5 mins before your appointed time and wait in your car until a team member comes to speak with you.
- Please stay alert when waiting in your car in the patient car park for when a team member calls you through for your appointment.
- The team member will ask you for your completed Risk Assessment/ Consent form.
- Your temperature will be taken before entering the practice.
- You will be escorted into the practice and given hand gel to sanitise your hands.
- You will not be able to enter the practice early and sit in the waiting room, so if you are early, please wait in your car or outside the practice.
- We will not be able to take any cash payments in the practice. However, card payments will be welcomed.