

## CHANGES AT THE PRACTICE

**A**

We now must screen every patient before treatment. If we cannot complete a Covid-19 health 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 come and collect you.

**C**

Where possible please attend the practice on your own to help social distancing. Chaperones 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 prior your appointment to reduce contact.
- You will be contacted to assess your COVID-19 risk.



**2**

APPOINTMENT DAY

- Before arriving, brush your teeth and use the lavatory – ours will only be available for emergency use.
- Bring only what you need and wear a face covering/mask.
- Please call reception to say you have arrived. Stay in your car or outside. A nurse will be out to collect you.



**3**

ENTERING THE PRACTICE

- On entry, we will 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.



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 will be asked to rinse your mouth with the 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 surgery will remain empty for a specified amount of time.



## 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 less patients with an empty period after each patient.

Social distancing markings have been placed on the floor.

**We look forward to seeing you all again soon!**