

What to expect – your patient journey

Our team has always had your wellbeing as our priority. You can rest assured that we're experienced in keeping our practice spotlessly clean and our stringent decontamination processes have been in place for years. Due to Covid-19 we have put extra measures in place. Here are some instructions for what will happen when you visit.

Before your appointment

- We will give you key information ahead of your appointment.
- You may be asked to complete a new medical history form.
- Our team will have daily temperature checks before we start work.
- **Please make sure you have a mask or face covering available to wear.**

On the day

- Ensure you have been to the toilet, are well hydrated and have brushed your teeth before leaving home. There are restrictions in place for using the facilities of the building.
- If you can, please try to come to your appointment alone, parents will be asked to wait outside or in the car.
- If possible, leave your possessions at home.
- Call us from your car when you have arrived.

Entering our practice

- **You will be asked to wear a mask or face covering**, failure to do so can result in refusal to be seen, we cannot provide masks at this time.
- We will call you when it is time for your appointment.
- We will take your temperature at the door.
- You will be asked to sanitise your hands.
- We will ask for payments to be made by card. **NO CASH WILL BE TAKEN IN PRACTICE.**

Treatment room

- All treatment rooms are cleaned and disinfected between patients.
- You will be asked to keep your belongings on you at all times.
- Our team will be wearing full personal protective equipment (PPE).
- You will be contacted to arrange your next appointment.
- You may be contacted through SMS and email for further instructions, updates and information. If you would prefer not to be contacted through SMS and email please make a member of staff aware.