

## Post Shutdown Appointment Instructions

### So, what can you expect now when you visit us?

Our focus has been directed towards reducing unnecessary contact between patients and staff and between staff themselves for everyone's wellbeing.

Before we progress with the specifics please note that only individuals with booked appointments will be able to enter the practice each day so **please do not turn up at the surgery without an appointment.**

And so on to the changes:

- We will be using a new technology so you will be able to complete all appointment forms at home before attending. This is to reduce patient and reception contact.
- You will be contacted the day before your appointment to complete a risk assessment to check your COVID status.
- When you arrive for your appointment please wait on drive and we will call you in for your appointment when we are ready. You will not be allowed to wait in the waiting room for now so please bear this in mind if the weather is adverse. The front door will remain closed and locked for the foreseeable future during working hours.
- There will be no cars allowed on the drive to allow safe social distancing, however if you require a disabled bay this can be arranged prior to your appointment. Please discuss your needs with reception.
- You will need to arrive a few minutes before your appointment time.
- You must wear a face covering when you attend and only remove this when requested to do so by your dentist. If you arrive without a face covering, we will supply one to you at a cost of £2.
- You must attend alone unless you are attending your children's appointment or are a carer for a vulnerable adult. Please do not bring your children to your own appointment as we will not be able to see you if you do.
- We will have a separate entrance and exit to the practice to enable the best possible social distancing within the building.
- All staff will be wearing various appropriate levels of PPE all the time so please be prepared to expect the team to look a bit different but underneath will be a usual familiar friendly face!
- You will be asked to use hand gel on arrival and to keep your hands away from your eyes, mouth and nose.

- The reception area will look a little different as we have plastic shielding barriers in place.
- You are kindly asked to use the toilet at home or work before you attend as this will not be available at the surgery at this time.
- Personal items are not allowed in the surgery so we request you to attend with as little personal items as possible and any that you do bring will need to be placed in a box by reception. We kindly ask you to ensure that your mobile phone is on silent or switched off.
- You will be directed to the surgery for your appointment.
- Following your appointment, you will be asked to put on hand gel a final time and leave the practice via the side door by reception.
- All payments will be taken electronically at reception using a card or phone, ideally contactless. **We prefer not to accept cash or cheques at this time.**
- We request that you leave the reception area as quickly as possible.
- We will have separate clinics zoned in the diary for patients at increased risk of the virus and this will be discussed with those of you that fit into this category.

We trust these new measures will make you feel that we are doing all that we can to look after you and your dental needs. We hope it's not too long until these measures can be relaxed.

**Due to the greatly reduced chair time and subsequent appointments now available to the same number of patients, please note it is imperative that these above steps are strictly adhered to. If we are not able to see you because you have not followed these, this will result in a charge for a missed private appointment. As we are unable to charge for missed NHS appointments, it may not be possible to re-book your NHS appointment.**

**Thank you for your understanding.**