

Appointment booking information

Priority of Appointments and Emergencies

- We are prioritising patients who require urgent attention or who were undergoing treatment phases which had to be cancelled after 25th March. We have had to cancel all appointments until the end of September to allow us space so we can rebook these appointments safely.
- We would ask patients with non-urgent problems or requiring check-up appointments to please be patient and await appointments towards the end of the summer.
- If you are in need of an emergency appointment please contact the practice by telephone or email and we will aim to make you an appointment as soon as possible.

Patient Risk Groups

- The NHS has provided a list of patients who are at high risk (clinically extremely vulnerable) and at moderate risk (clinically vulnerable) of COVID-19 and potential sequelae.
- We have organised vulnerable clinics regularly throughout the week where the only patients that are attending are classed as high or moderate risk.

Medical Questionnaire

- You will need to complete a medical questionnaire and update this before all appointments. This must be completed at least two days before any appointments. Our staff can help guide you through the questionnaire if you need any assistance.

Appointment Bookings

- All appointments need to be organised by telephone or email. Unfortunately we cannot allow patients to attend the practice to make appointments in person.
- We will be trying hard to ensure that all appointments run as closely to schedule whenever possible to allow for our new protocols to work smoothly, to allow patients to be greeted in isolation, and ensure our extra cleaning regimes are adhered to without keeping patients waiting unnecessarily. We regret that we will not be able to see patients that arrive late for appointment times so please ensure you arrive in plenty of time.
- Appointments bookings are unfortunately not as flexible as previously due to a shortage of time available, and the need to stagger appointments and leave spaces for safety. We would be most grateful if you would be flexible and allow our receptionists to offer times that they recommend for your treatment.

Changes to payment methods

- We have decided that unfortunately we are no longer accepting cash payments. We can take card payments over the phone, take contactless payments or are happy to accept bank transfers. We will still have a card machine at the practice but would encourage patients to pay remotely whenever possible.
- We would be grateful for your cooperation in ensuring that all fees are paid in advance prior to attending for your appointment. This is to reduce the need for use of payment terminals and prolonged time spent in the surgery before or after your appointment.

Diary Management

- All non-aerosol procedures or minimally aerosol generating procedures as listed below will have an additional 5 minute buffer period introduced after the appointment. This will cover the following procedures:
 - Hand instrumentation/scaling
 - Simple dental extractions
 - Caries excavation with hand instruments
 - Caries removal with slow speed and high-volume suction
 - Placement of restorative material
 - Orthodontic treatment
 - Removable denture stages (if patient has normal gag reflex)
 - Dental consultations and examinations
 - Removal of sutures
 - Fitting of removable dental appliances such as whitening trays and occlusal deprogramming devices

This 5 minute buffer period is to allow for surgery cleaning and to ensure that the clinician and nurse have had time to change their PPE.

- All other operative dental procedures (eg aerosol procedures) will have an additional 30 minute buffer period introduced after the appointment. This 30 minute buffer for aerosol generating procedures is to allow settling of aerosol which will be assisted by the multitude of air management systems the practice has installed, and to also allow for time to clean the surgery after the fallow period.