

Patient protocol for attending appointments

Before your appointment

- Please ensure your medical and coronavirus questionnaire are completed and returned to us at least two days before your appointment.
- You will be invoiced for your visit – please make payment at the same time as completing your medical questionnaire.

On the day of your appointment

- Please minimise the number of possessions you bring into the practice, and tie your hair back if you have long hair.
- Please ensure you have thoroughly brushed your teeth before attending
- Please visit the bathroom before you set out

Accompanying patient escorts

- If you are being accompanied by an escort, partner or carer, please be aware that they will not be permitted to wait at the practice and should be prepared to drop you off at the door and return to accompany you at the end of your appointment time. Please inform us if you will be arriving at the practice with an accompanying person.
- We regret that we are also unable to accommodate children in the current circumstances unless they have an appointment with a clinician. If children are under 16 a guardian or one parent will be allowed to enter the practice.

Procedures prior to entering the practice

- Please do not use your mobile phone while in the practice
- Please arrive ten minutes before your appointment time. Please text the practice on 07702 557501, call the practice on 01623 792186 or ring the doorbell intercom to let us know you are ready to come in.
- We will ask you to remain outside the practice until your treatment room is ready for you.

Procedures upon entering the practice

- You will be greeted at the front door by one of our staff wearing PPE who will ask you some health related questions and then take your temperature.
- We will ask you to please wipe your feet on our disinfecting doormat.
- You will be asked to clean your hands with alcohol gel near the front door and given a mask if you do not have one of your own.
- We will then take you directly to your treatment room.
- We will ask you to thoroughly wash your hands and use a mouthwash to help disinfect your mouth.
- The toilet facilities are for emergency use only but are available if necessary.

Procedures before leaving the practice

- If someone is due to pick you up, we will give our reception team notice to call them in good time. They will not be able to enter the practice but should arrange to meet you outside the front door.
- We will guide you out of the surgery down the stairs where we will ask you to use the alcohol gel on the way out to clean your hands, and wipe your feet on the disinfecting doormat as you leave.

Follow up contacts

- Where required further appointments can be arranged via the telephone or email.