

KEEPING YOU SAFE

Your New Patient Journey - Step by Step

BEFORE THE 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.

You may be asked for payment over the telephone beforehand.

ON THE DAY

Ensure you have been to the toilet, are well hydrated and have brushed your teeth before leaving home.



If you can, please try to come to your appointment alone.

Limit the possessions you bring with you.



Call us from your car when you have arrived.

We will call you when it is time for your appointment.

ENTERING THE PRACTICE

We will take your temperature at the door.

You will be asked to sanitise your hands.

Our reception team will be behind a plastic screen for added protection.



We will have distance markers on the floor to ensure safe distancing.



Our practice will be clutter free with no magazines.

We will ask for payments to be made by card.

TREATMENT ROOM

All treatment rooms are cleaned and disinfected between patients.



You will be asked to leave your coat and bag in the box provided.

Our team will be wearing full personal protective equipment (PPE).



You may be asked to swill with a special mouthwash for one minute.