



COVID-19 Protocol - Appointment Instructions

1. Your appointment will be different to what you are used to. This is to ensure the safety of our patients and staff during this difficult time.
2. Please could you use the lavatory and brush your teeth before visiting us, as the rest room facilities will not be available.
3. Please attend by yourself if possible.
4. Please wait in your car when you arrive at the surgery and call our reception on 01179798732 to inform us that you have arrived, leaving your phone number.
5. We will give you a call to ask you to proceed to and wait at the front door.
6. Please do not bring in items you will not need.
7. A nurse will be waiting at the door to let you in without you handling the door.
8. You will be asked to use the hand sanitiser at reception.
9. We will take your temperature using a contactless thermometer.
10. We will run through the COVID-19 screening questions again.
11. You will be escorted by a nurse to the surgery.
12. The dentist and nurse will be dressed in PPE so will look different.
13. Once the treatment has been carried out you will be asked to make your way to reception to complete payment. Payment will be via card/ contactless methods only.
14. Please wear something to cover your nose and mouth, if possible. This can be a mask, scarf or another piece of material.