

Visiting the practice Instructions

For patients over the age of 12 or chaperones that are unable to wear a facemask for medical reasons please contact the surgery so that your appointment can be re-booked to the first or last appointment of the day.

Our Practice already had sophisticated Infection Control measures in place but we have had to make a range of significant temporary changes to the way your dental treatment is provided, to ensure the safety of our patients and members of staff.

We have asked you in our phone conversation if you had any of the following symptoms if any of these symptoms occur prior to your appointment please do not attend the practice and call to let us know.

The symptoms are the following

- Have you tested positive for COVID-19?
- Do you have a raised temperature or fever? (feel hot to touch on your chest/ back)
- Do you have a new continuous cough? (1hr recurrently or 4+ episodes/24hr)
- Do you have partial/total loss of your sense of smell or taste?
- Have you been isolating with symptoms in the past 14 days?
- Have you been in contact or does your household exhibit any flu like symptoms?

When attending the practice for your appointment ring the practice doorbell which is located in the porch, remain in the porch until one of our members of staff opens the door. Please can we ask that you attend your appointment by yourself unless you need to have someone with you for your appointment.

If possible can we ask that you wear a mask when attending the practice and have used the toilet before attending as the practice facilities will be mostly out of bounds, can we also ask that you bring a pen in case you need to sign any forms.

When the member of staff meets you at the door, we will take your temperature and ask you to use hand gel, you will then be led to the treatment room. Can we ask if possible that you don't touch any door handles or handrails when in the practice.

When in the treatment room you will notice that the Dentist and Nurse will be wearing more protective equipment than you are used to seeing them in please don't be alarmed but this will reduce the amount the dentist and nurse will be able to communicate with you so although all the necessary information regarding your treatment will be discussed it will be a lot less chatty than we are used to enjoying with you.

Once your treatment has been completed you will be escorted out of the practice by a member of staff, we will not be taking any payment or making any appointments but will ring you after your appointment to do this with you.

We look forward to seeing you at the practice for your appointment and thank you for your understanding and patience in what will be hopefully temporary changes to how we provide your treatment.

Kind Regards

The Allsopp Team