

Guide to attending the practice under the COVID-19 Pandemic

We do request that you do not attend your appointment early, as we are minimising the number of people in the practice at the moment. When you arrive at the building, the main door will be locked so please knock on the door and we will let you in as soon as we are able to. We may still be preparing the surgery, so you may have to wait a few moments.

Wear a face covering in all areas of the building. You will be asked to remove your face covering after sitting on the dental chair, and asked to replace it prior to leaving the dental chair. If possible, attend your appointment on your own, or with a parent/ carer. If you are accompanied to your appointment by a parent or a carer, they will need to wear a face covering, such as a mask, to cover their nose and mouth whilst at the practice. We can provide this once you arrive. Refrain from bringing heavy, or multiple bags/ items to your appointment.

Once we open the door we will need to check your temperature prior to entering the practice. Hand sanitiser will be available for you to use prior to going through into the surgery.

After your appointment you will return to the reception, and if required you will make future appointments, purchase dental products and pay for your treatment.

The exit door will then be opened for you to exit the practice.

Prior to your appointment the following questions need answering by anyone who is attending the dental practice, including parents or carers. If 'Yes' is answered to any of the questions you must contact the practice by telephone or email as we may need to rearrange your appointment:

1. Are you, or have you been, a shielded patient?
2. Have you been exposed to or developed Coronavirus (COVID-19)?
3. Have any of your work colleagues, family (household) or recent contacts gone into self-isolation?
4. Have you had, or are you experiencing any of the following symptoms?
 - a. Loss of smell and/ or taste
 - b. High temperature (37.8 degrees or above)
 - c. Persistent cough
5. Are you awaiting the results of a COVID-19 test, or have you organised a future COVID-19 test?

If you attend the practice, and subsequently develop any of the symptoms above, you must notify us as soon as possible so we can take appropriate action.

If you have recently travelled, either abroad, or within the UK, please check any government guidelines prior to attending your appointment. Contact us as soon as possible if the guidelines restrict you from attending the surgery.

If you have any queries, or would like clarification on any of the above, ring the practice on 01509 856 041.

Key Points

- **Do not attend your appointment early**
- **Do not bring heavy or bulky items to your appointment**
- **Contact the practice if you have COVID-19 symptoms, have been exposed to the virus or have a COVID-19 test organised**
- **Wear a face covering until you sit on the dental chair**
- **The practice door will be locked. Knock the door and we will let you in once the surgery is fully prepared**
- **Your temperature will be checked at the door of the practice**
- **Contact the practice if you subsequently develop any symptoms**