

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 rebook 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?
- Have you 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 in isolating with symptoms in the past 14 days?
- Have you been in contact or does your household exhibit any flu like symptoms?

Please do not arrive before your appointment time as we are unable to have many patients wait in the waiting room due to the social distancing rules. 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.

When the member of staff meets you at the door we will 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 hand rails when in the practice.

When in the treatment room you will notice that the Dentist / Therapist 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.

Failed Appointment – Please help us to be able to see as many of our patients as possible and not waste valuable surgery time by attending appointments or giving at least 24 hours' notice wherever possible. Patients that fail or cancel at short notice will have to unfortunately wait up to 4 weeks to be rebooked.

For NHS Orthodontic Appointments- Due to having longer appointment times and being unable to have previous levels of patients in the practice at any time this will have a severe knock on effect to length of time between visits, therefore It is extremely important that you attend your Orthodontic appointment as failed appointments will lead to you being unable to be rebooked for upto 6 months, if you have also missed a previous NHS orthodontic appointment we will have no

choice but to remove your Orthodontic appliance as previously mentioned in your Patient agreement hat you signed at the start of treatment.

Once your treatment has been completed you will be escorted out of the practice by a member of staff.

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