

Booking your appointment



- All appointments must be booked in advance by telephone, please call 020 8748 1315
- We will be triaging patients by telephone and patients requiring urgent care will be prioritized.
- Initially we may not be able to offer a full range of dental treatments, this can be discussed when you call to make an appointment.
- When we book you for an appointment we will be required to ask you medical related questions.
- Bookings will be managed to allow a 2-meter distancing between patients. This means you will be offered fewer options for booking an appointment.
- No walk-ins will be permitted at the practice.

24 hours prior to your appointment



- We will call to confirm your appointment.
- We will ask you about your general health and go through some COVID-19 screening questions.
- We will explain to you how the appointment will be carried out & what changes to expect when attending your appointment.
- We request patients bring their own mask and pen, but these can be supplied if necessary.
- We will advise you on any fees that may apply to your treatment which will need to be paid by contactless credit/debit card or by Internet bank transfer (BACS)

On the day of your appointment



- Please only bring essential items with you for your appointment such as a mask, pen and credit/debit card.
- Patients should attend their appointment alone, only children and vulnerable patients who require an escort will be allowed to enter the practice as a pair.
- It would be helpful if you could go to the toilet prior to your appointment to reduce staff cleaning after every patient.
- When you arrive, please stay either in your car or outside the practice and call us to inform us you have arrived.
- The front door will be locked until a member of staff comes to meet you for your appointment.

Entering the practice



- A member of staff will greet you at the door. They will appear different, as they will be wearing PPE.
- On entering you will be asked to sanitize your hands for 20 seconds from the wall dispenser.
- We will then record your temperature (this is part of our record keeping & not necessarily indicative of you having COVID-19 symptoms)
- You will be offered a mask if you do not have one, which must be worn at all times whilst in the practice and not receiving treatment.
- The reception will be clutter free, there will be no magazines or patient information leaflets available.
- If another patient is present in the surgery, we ask patients to respect the 2-meter distancing guideline.
- We have fitted a clear screen for protection around the reception desk.
- Payment in advance (if applicable) should be paid by contactless card payment or by Internet bank transfer (BACS).

In the Treatment Room



- Our dentist and dental nurse will be wearing extra PPE when treating you, such as masks, visors, aprons and gloves, these are all in place for your safety & ours.
- You will be asked to sanitize your hands for 20 seconds before you sit in the dental chair for treatment

After your appointment



- Before leaving the practice you will be required to sign any relevant paperwork.
- If you require further appointments for treatment we will call you after you have left the practice to discuss this with you before end of day.
- Before leaving the practice please sanitize your hands for 20 seconds with the dispenser at the front door.
- We will call you 2 weeks after your appointment to review your COVID-19 status, but you must contact the practice **immediately** if you or any member of your household, develop symptoms before that time.