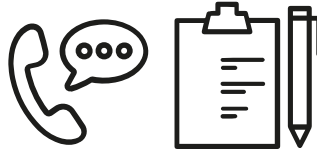


YOUR NEW PATIENT JOURNEY

1

Prior to Your Appointment



You will receive a link with your email and text reminder for you to update your medical history online.

2

24 Hours Before

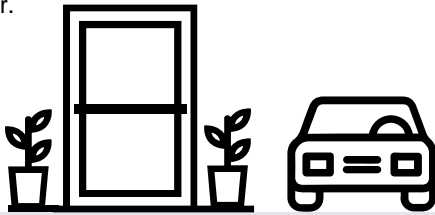
We will ring to remind you of your appointment, check paperwork is in place and ask some screening questions about your health. If you or your family have developed symptoms we will reschedule.



3

Arriving By Car

If arriving by car please let us know you are here by telephone or indicating to reception from the front door. Wait until one of our team invites you in or we text you to enter. Leave coats and personal belongings in the car.



4

Arriving By Foot or Bicycle

Please arrive 5 minutes before your appointment.



5

Welcome

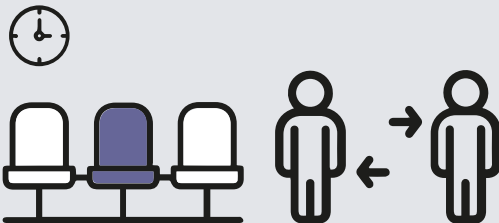


It is essential to sanitize your hands with the alcohol gel provided in the front porch before entering. Please bring & wear a face covering until seated in the dental chair.

6

Waiting Room

If you have been asked to wait in the waiting room, please follow social distancing directions at all times. Access to toilets is restricted.



7

PPE

Once you're in the surgery, the dentist and nurses may be wearing additional Personal Protective Equipment (PPE) for your protection and theirs.



But under the mask we are still the same friendly faces!

8

Reception

After your treatment, if necessary, you will be directed to the reception area, if you are not directed there, please leave the practice as soon as possible.



9

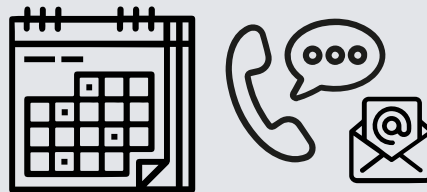
Admin



We are making the experience in our practice as contactless as possible for your safety, therefore treatment plans, receipts etc will be emailed to you, rather than printed at the practice.

10

Next Appointment




Further appointments can be arranged by email or telephone.

KEEPING YOU
SAFE WHILE
KEEPING YOUR
MOUTH HEALTHY



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All of our surgeries undergo a thorough decontamination process after every patient and our waiting and reception area, toilets and other public areas are regularly cleaned between patients.