

## APPOINTMENT BOOKING



- 1 To assess your health we screen each patient immediately prior to your appointment.
- 2 To ensure social distancing within the practice, please arrive on time and only enter when a team member indicates they are ready to see you.
- 3 Appointments will be managed, as well as a full decontamination clean of the practice between patients. This might mean that we can offer fewer options for scheduling your appointment.

## ATTENDING YOUR APPOINTMENT



- 1 Please attend alone unless there are exceptional circumstances (i.e. carer).
- 2 We ask that you wear a face mask if you have one, if you do not, we can provide one for you.
- 3 Upon arrival you will be asked to sanitise your hands and have your temperature taken; you will then be shown to the washroom to thoroughly wash your hands.
- 4 We have introduced electronic forms where possible and you may notice auxiliary items, such as magazines or children's toys, which are difficult to disinfect, have been removed.

## OUR STAFF



- 1 Our staff have had comprehensive training in infection control as well as specific training in the measures needed to protect you during the pandemic.
- 2 They have their temperature taken if feeling unwell, follow rigorous hand hygiene and now wear additional protective clothing including filtration masks, visors, aprons & gloves.
- 3 We are constantly changing the air in the treatment rooms with our new ventilation units to create a safer environment.

## AFTER YOUR TREATMENT



- 1 Before leaving you must sanitise and wash your hands.
- 2 Please note cash payments are no longer accepted, however as well as card payment we do offer google pay, apple pay, or bank transfer prior to your appointment.
- 3 We allow more time between patients for full disinfection and decontamination of the areas used during your appointment.