



Our COVID-19 Safety Protocol

Your patient experience may now be slightly different to what you have been accustomed to. We have implemented some additional safety measures to ensure our staff and patients are well protected at all times.



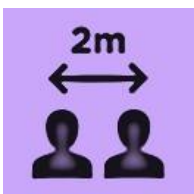
Pre-appointment

We'll verify information over the phone and update your medical history before your appointment. We are working to have a system in place which allows patients to complete treatment forms and send them back to us before attending, and anticipate that this will be active in July.



Arrival etiquette

We are trying to limit the number of people in the practice at any one time so please ensure you arrive at precisely your appointment time. Please come alone unless unable to do so and carry only essential belongings.



Social distancing

We've adjusted our waiting areas and spaced out appointments in order to comply with government social distancing guidelines.



Protective screens

You'll notice that we've installed a clear Perspex screen at the front of our reception. This is a further precautionary measure for interaction at the desk.



Maintain essential hygiene

We will ask you to clean your hands as you enter the practice using the antibacterial gel provided. You will also be asked to wash your hands once in the surgery.



PPE

If possible, please arrive with your own face mask. If you do not have one then it will be provided for you. Please wear your mask at all times except for when you have been asked to remove it for treatment. Feel free to complement our staff members on their new PPE look!



Checking temperature

We'll check your temperature upon arrival using a non-contact thermometer. If it is higher than we expect then, in accordance with current guidance, your appointment may have to be rescheduled.



More frequent, deeper cleans

Our cross-infection protocols have always been at the very highest standards but we have allowed even more time between patients to make sure nothing is overlooked.