



To all our patients

Your health and safety is very important to us. Whilst COVID-19 is present we will take whatever measures are needed to protect you. Because of this, you will notice some changes to how you access our services from now on.

To help us keep a safe environment inside the practice, access inside the practice has now been restricted to appointments only. In line with NHS England guidance we are providing a telephone triage, so please call us on 02085981122 or 07399210724 during our usual opening hours. We can explain to you what we are able to offer under the current restrictions. If you need an appointment we will ask you some simple COVID-19 screening questions and book you one.

NHS England guidelines recommend that for your safety we try and minimize the amount of times you need to visit, and the amount of time you spend at the practice.

We will never compromise on the time spent doing your treatment. However it may be possible to plan your treatment so it can be done with fewer visits.

We have also transitioned to a paperless system. Instead of spending your appointment time filling in paperwork, you can now complete this beforehand in the comfort of your own home. This also reduces the number of things you need to touch.

When you book an appointment with us you will receive a confirmation email containing your Medical History form and you Consent form. Simply complete these at your leisure making sure you return them by email at least 24 hours before your appointment time.

In the practice any documents that need reading or signing can be sent to your mobile device or you can use our electronic Clinipads, which are wiped with disinfectant after every contact.

Please make sure you use your toilet just before you come as ours is unavailable. When you arrive our front door is now locked so press the

buzzer. We will acknowledge you and let you in as soon as it is safe to do so

Come alone if possible and try and bring as few things as possible. If you are attending with a child one parent may accompany.

We respectfully ask that you please attend wearing a mask or face covering. Refusal to wear a mask or face covering may result in immediate cancellation of your appointment and entry refused.

Our practice has always diligently followed infection control recommendations made by the Department of Health and Social Care – (Health Technical Memorandum 01-05), as well as the Standard Operating Procedures as set out by the NHS England. To ensure that we are up to date on any new clinical guidance, we also follow the advice of the NHS, CQC, Public Health England, the British Dental Association, and the General Dental Council.

We have added to our existing protocols to offer you even more assurance.

We have touch-less hand sanitizers, which we encourage you to use.

We have installed air purifiers in each room capable of capturing 99.95% of microscopic allergens and pollutants as small as 0.1 microns.

We use disinfectant foggers in all areas of the Practice throughout the day.

As you have come to expect, you will always be safe when you visit us.

We look forward to seeing you.