



Your new patient experience at our clinic:

As we finally begin to move towards emerging from restrictions you will be noticing that many of your regular daily activities and tasks will have been tweaked to varying degrees to allow for the current COVID-19 pandemic. We have worked hard to modify your journey through our clinic in order to provide a safe and comfortable environment for you.



Your next dental visit:

We are looking forward to welcoming you back to the clinic and ahead of your visit we appreciate you may have questions for us. We have always maintained very strict hygiene measures and with the current pandemic we have now had to add further steps to our protocols, with the sole purpose of keeping you and our team safe and protected.

Please read the information below in full ahead of booking your next appointment with us.

The main aims are to help you:

Minimise your number of visits to the clinic by being as efficient as possible at every visit and providing video consultations for any elements of your care that can be completed effectively without the need for you to travel to the clinic.

Achieve a contactless visit wherever possible by processing your paperwork and payment digitally prior to your appointment

Spacing out your visits to reduce your cross over with other patients attending the clinic for appointments

Before your appointment

To ensure that you have all the information easily to hand, we will send you all the key information before your appointment - including what treatment you will be having, the cost of your treatment and, what to do when you arrive.

You will be sent a digital version of the medical history form which **must be completed and returned to us by at least 48 hours before your appointment**. This pre-screening process is a legal requirement so please do help us by completing your form in a timely manner. Once we receive this from you we will call you to discuss your appointment and the exact procedure due to be carried out. Wherever possible we are aiming for a contactless process for you at the clinic so we will be sending you an estimate and consent forms for your appointment which can be signed digitally and returned to us, and we will offer you the opportunity to pay in advance either over the phone/ via bank transfer or digital payment link.

On the day of your appointment

Please attend wearing a mask or face covering.

Please aim to arrive on time – we are still aiming to avoid the waiting room from getting too busy. This is for your own safety while we endeavour to help you maintain social distancing.

Entering the practice

Upon entering the practice building you will be asked to sanitise your hands. If you are not wearing a mask you will be given one.

You will then be invited to take a seat in the waiting room. If you are clinically vulnerable and prefer to wait outside rather than in the waiting room that is of course absolutely fine – please let us know before your appointment so that on the day we call you on your mobile once we are ready for you to come in to our surgery on the 3rd floor.



Your treatment

As you enter the treatment room we may take your temperature again just to double check this is below 37.5 degrees. You will be asked to wash or sanitise your hands.

We have maintained the highest level of PPE throughout the pandemic and we continue to do so at this time. This is simply to ensure we are keeping you and ourselves safe. Please rest assured we are as committed as ever to providing you with a pleasant and gentle dental experience so don't let any of our PPE put you off. We may not be able to shake your hand at the moment and you may not be able to see us smiling behind our masks but rest assured we will be smiling as always and we are very excited to welcome you back to the clinic.