



Keeping you safe - your new patient journey

Our team has always had your wellbeing as our priority. You can rest assured that we're experienced in keeping our practice spotlessly clean and our stringent decontamination processes have been in place for years. Due to Covid-19 we have put extra measures in place. Here are some instructions for what will happen when you visit.

Before your appointment



We will give you key information ahead of your appointment
You may be asked to complete a new medical history form
Our team will have daily temperature checks before we start work
You may be asked for payment over the telephone beforehand



On the day



Ensure you have been to the toilet, are well hydrated and have brushed your teeth before leaving home
If you can, please try to come to your appointment alone
Limit the possessions you bring with you
Call us from your car when you have arrived



Entering our practice



We will call you when it is time for your appointment
We will take your temperature at the door
You will be provided with a mask and asked to sanitise your hands
Our reception team will be behind a plastic screen for added protection
We will have distance markers on the floor to ensure safe distancing
Our practice will be clutter free with no magazines
We will ask for payments to be made by card



Treatment room



All treatment rooms are cleaned and disinfected between patients
You will be asked to leave your coat and bag in the locker provided
You will be asked to wash your hands with soap and water before and after
Our team will be wearing full personal protective equipment (PPE)
You may be asked to swill with a special mouthwash for one minute

