

THE PATIENT JOURNEY



MAKE CONTACT

- You will be contacted via phone or email prior to your appointment.



QUESTIONNAIRE

- Patients will be asked to fill in a questionnaire to ensure they do not have any symptoms of COVID and to determine their risk levels.



YOUR APPOINTMENT

- Please arrive at your exact appointment time.
- Please wait in the car or outside until we call you in.
- Please be unaccompanied unless you require a parent or carer.
- Please bring the minimal number of belongings with you.
- Please note that for patient safety toilets will be out of use.



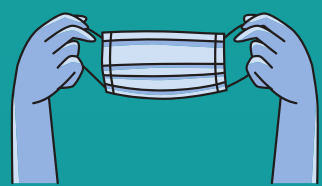
ENTER THE PRACTICE

- You will be asked to clean your hands with hand sanitiser.



PAYMENT

- Contactless payments are encouraged and will be taken prior to the appointment or taken over the phone where possible.



IN THE SURGERY

- You may be asked to rinse your mouth with mouthwash if undergoing a dental procedure.
- Our team will be wearing PPE – don't be worried, it's still us!



BEFORE YOU LEAVE

- Before you leave the practice there will be another hand sanitiser for you.
- If another appointment is needed we will attempt to book it in surgery and send out a text confirmation for this.



AFTER YOU'VE LEFT

- When you leave the surgery – we will disinfect and clean the surgery making it safe for the next patient.