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station road
dental care

Dear Patient,

We hope that you are continuing to keep well and adjusting to the “new normal “. It has been lovely to see some of you face mask to face mask again but we are also aware that for others of you, the policy of staying safe by staying at home still applies. Please do remember that, even if it is not yet appropriate for you to come to the practice, or if you would prefer to delay your visit, we are still here to help you with any dental problems or queries you may have. Just give us a call on 01332 512105 or we can even give you a consultation by video link. Emails are also welcome - we’ve been impressed with the quality of the photos some of our patients have sent in! We check our emails regularly and respond promptly.

On that note, we are aware of how busy our phone line has been recently and do apologise if it’s been hard to get through to us. Hopefully this will improve now our software provider has launched our “patient portal “. This will allow our patients to:

Check their appointment details

Update their medical history before their appointment

Complete the necessary pre-appointment Covid19 questionnaire on the morning of their appointment, and even

Tell us that they have arrived at the practice instead of phoning in from their car

All of which will help make our phone line less busy!

We are so grateful to everyone who has already sent us their email details and consent for the practice to use it ONLY for practice purposes. Your email is stored securely with your dental clinical records. The patient portal also has strict security protocols.

Having said all that, be assured that we can still contact you by phone if you don’t have an email address or internet access.

The whole team (yes, we’re all back now!) send their very best wishes,

Station Road Dental Care

PS What to expect at your next dental visit is now found on the [Patient Journey](#) tab of the website and will continue to be updated regularly. It now features photos of team members wearing the new PPE which may be helpful to show your children or even reassure yourself if being at the dentist is not your favourite thing.