

PATIENT JOURNEY

Dear Patient,

As always, our practice conforms to all the regulations and guidelines that are published by the official healthcare bodies in England.

You may see a few changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- We will communicate with you beforehand to ask some screening questions. If you are able to let us have your email address, purely for the practice to help you maintain your safety and dental health, we would be most grateful
- On arrival, please could you wait in your car or outside the practice and call 01332 512105 to let us know that you have arrived. If this is not possible, then please ring the doorbell – our door has to remain locked until the country's Covid19 alert level reduces
 - At your appointment time we will invite you into the practice.
 - Please come to your appointment wearing a face covering/non-medical mask
- Appointments will be managed to allow for social distancing between patients
 - For the same reason please could you attend the practice alone, unless you are bringing a child for their appointment
- Companions are of course very welcome to wait in cars, but limiting the use of our waiting room will also help social distancing
- During this period please could you limit the number of belongings that you bring to your appointment e.g. bags, coats. All belongings

will have to be placed in a box in the surgery, which is thoroughly disinfected between patients

- We have installed temporary Perspex screen in our reception area (like those seen in lots of shops)
- We have hand sanitizer that we will ask you to use when you enter the practice and again before you leave
- During this period, the waiting room will no longer offer magazines, children's toys etc, since those items are difficult to clean and disinfect
- The new scheduling system may mean that we will be able to offer you a smaller range of appointment options to choose from
- While our toilets are currently for urgent use only please could you use the toilet before leaving home
- We will do our best to allow greater time between patients to reduce waiting times for you and to reduce the number of patients in the reception area at any one time
- Our dental software company has developed a "portal" online for you to log into securely to update your personal details and medical history and complete the necessary pre-appointment Covid19 check before you arrive at the practice – this will help keep you safe by reducing the time you have to spend here. You will receive a text message with a link to this portal a day before your appointment but please complete this pre-appointment check on the day of your appointment, Thank you.

We are happy to answer any questions that you may have about the procedures described above which are designed to keep you, and every patient, safe in our practice. We value your trust and loyalty and look forward to seeing you again.

With very best wishes from
The Team at Station Road Dental Care