

COVID-19 UPDATE

We would like to inform you of the changes we need to implement to reduce the risk to patients, their families and to our staff. Due to recent guidelines the appointment times will be extended and therefore we will be seeing fewer patients per day, so please be patient with us. Staff will also be wearing masks, face shields and a disposable gown or apron (PPE) depending on the procedure you are having.



Pre Visit phone call - One of our team will call you prior to your appointment to talk through what to do on arrival at the practice and run through some simple questions to ensure you're fit and well together with following the guidelines ensuring the safety of our staff and our patients. Payment for appointments will be taken over the phone, cash payments are to be minimised, however if necessary we can accept contactless payment. Please arrive for your appointment on time - reducing the number of people in the practice. We ask that you attend alone, unless there is a need to be unaccompanied, i.e. parent or carer.



Arriving at the practice – The door may be locked, don't be alarmed please just knock on the door or window and wait. The practice will have been re-arranged to support social distancing so there won't be access to things like magazines and you will notice signs directing you. We will take your temperature using a contactless thermometer and also ask you to use the hand sanitiser. Our washroom facilities will be closed for general use and can only be used if absolutely necessary.



In the surgery things may seem different. We will be wearing more PPE than you'll be used to. This is for your safety and protection. As always our surgeries are under strict infection control rules giving a clean environment and sterile equipment.



At the end of the appointment - The rinsing cup and spittoon you have normally used to at the end of the appointment will not be in use for now. We also leave extra time between you and the next patient to ensure our surgery can be thoroughly cleaned and ventilated.



Going back to Reception – you may be escorted by a nurse or asked to leave by the front door. If you are asked to return to the desk please observe the social distancing measures we have implemented. We would also encourage the use of the hand sanitiser again at this point. Any additional appointments can be made via telephone after exiting the practice.



A few considerations – We are not going to be able to see everyone straight away, so we appreciate your patience whilst we help those patients that are in pain first. As you can imagine our

diaries are very busy, we thank you for your continued patience. Should you need to call us in case of emergency, please contact us on 01494 526392. Bookings for Appointments/Routine examinations are now being taken on 01494 526392.

Enquiries can be e-mailed to ahdc@live.co.uk

Thank you for your continued support and understanding

We look forward to welcoming you back in the practice again.