

John Taylor Dental Care

Patient Pre-Attendance Process

- You should use the toilet at home before setting off as toilet facilities within the practice may not be immediately available due to enhanced cleaning protocols.
- Please do not come before your appointed time.
- Respect social distancing of two metres when in the practice.
- Whenever possible, please attend on your own.
- Children under 16 can be accompanied to the practice, but parents/guardians/translators must remain in the reception area during the patient's treatment.
- Please do not bring any unnecessary bags, briefcases, rucksacks, shopping etc with you.
- We are operating a locked door policy, so please phone to alert reception of your arrival on **01723 373866**.
- If you arrive early and have your own transport, you should sit in your car or wait outside the practice, and only enter when a team member indicates we are ready to see you.
- Please wear a simple face covering when you attend.
- On arrival, you will be greeted by a team member wearing appropriate PPE who will check your medical history, and you will be asked about the presence of fever or other symptoms consistent with COVID-19.
- Please use the hand sanitiser available for use, both on arrival and departure.

- On arrival, you will be escorted directly into the surgery. Please do not touch anything as you enter the surgery.
- You will be seen on time, and where this not possible and the clinician is running late, you will be phoned and invited to come back later.
- You will be asked to leave outer garments such as coats, scarves etc in a lidded plastic storage box in the surgery.
- At the end of treatment, you should collect your belongings and leave the room immediately. You will then be escorted to the practice exit, where you should perform hand sanitising once more before you leave.
- Payments will be taken over the phone after the appointment, along with any further appointment bookings. Contactless payments for amounts of up to £45 can be made in the practice if you are happy for us to complete this for you.
- If you have any questions or concerns about any of the above then please contact us and speak to the team, who will be happy to help you.

Many thanks 😊