



**When booking your appointment** – A member of the team will guide you through what to do on arrival at the practice, they will also ask some questions to ensure you're fit and well to attend. Explaining the new guidelines ensuring the safety of our staff and our patients.

They will send an invite to our **NEW** online portal, via text or email, here you will find forms that are to be completed and submitted before your appointment, helping minimise time spent at the Reception desk on arrival. Our payment preference is Credit or Debit Card – upto £45 now accepted on contactless payment. Please arrive for your appointment on time. 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. Please ensure you wear your mask before entering the surgery. 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. 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](mailto:ahdc@live.co.uk)

**Thank you for your continued support and understanding**

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