

What to expect from your visit at Lismore House

Firstly, I thank you immensely for your patience in reaching this point. We have found it increasingly frustrating not being able to help you during this difficult time and we are thankful that now we can. We look forward to seeing you very soon.

When you attend your scheduled appointment, it will still be the same friendly team who treat you, but you will notice some key differences. The following letter sets out what to expect from your visit.

Prior to your visit we will send you out a pre-attendance pack, of which this covering letter is part. In this pack you will find this letter, a coronavirus screening questionnaire, a medical history form, as well as a consent to being treated form. We ask that you complete all the forms in this pack and ideally email them back to us at info@lismoredental.co.uk or post them to us prior to your appointment.

On the day of your appointment we will phone you before your visit to run over the coronavirus questionnaire again and remind you of what to expect. We are sorry about this repetition!

We ask that you attend your appointment on time. If you attend early, we will not offer our waiting room, but ask you to wait in your car until we are ready for you to attend. Please attend alone unless you absolutely require someone with you, due to mobility issues or because you are under 16 years of age. Simply wait outside the front door (which will be closed). You will be met at the front door by a member of the team at your appointed time.

Upon entering, we request that you do not touch any door handles. We will ask you to put personal belongings, such as handbags and jackets, in the container provided. There are to be no personal belongings in the surgery. You will be required to sanitise your hands with hand sanitiser, which we will provide. You will then be taken into the treatment room. In the treatment room will be Mark and the member of the nursing team working with him on that day. The protective equipment we will be wearing may look a bit different to normal, but it will still be us underneath!

Once treatment is complete you will again be escorted. Upon leaving the surgery, we will again request that you sanitise your hands and again not to touch any door handles. This time, we will take you out the back door.

If you are not on our dental plan, we will not take payment from you at reception. Instead, we will phone you to take payment. Similarly, if further appointments are required, we will phone you to arrange these.

Toilet facilities are still available, but we ask you only use them if vital. If you do use the toilet it has to be isolated for 1 hour and thoroughly cleaned after this period of isolation, adding greatly to the already large workload.

You will be the only patient in the practice. It is our aim to maintain the strictest social distancing measures and are working to gold standards in terms of cross infection control.

Thank you for your understanding and cooperation.

We look forward to seeing you again soon,