

Your dental visit - what to expect?

During the COVID-19 pandemic all non-urgent dental treatment was stopped across the country. Our service is now gradually re-opening and we have been working hard to have training and protective equipment in place to ensure that you and our staff are safe.

At first the number of people we can see will be much lower than usual, but you should still phone us if you have a dental query. Our priority at the moment is to see and treat urgent cases only. **Please do not attend the clinic without an appointment.**

Your appointment

- You must wear a face covering or face mask when you come into the clinic building.
- You will be asked some questions about your health when you book your appointment and again when you arrive.
- Please attend your appointment on your own if possible, or with one person if you need help - let us know when you make your appointment if you are bringing someone with you. Children should attend with one parent/guardian only.
- Only bring essential items with you when you attend your appointment.
- When you arrive, please stay in your car or outside the building and call us to let us know you are here. We will call you back when we are ready to see you. **Do not come into the clinic until you are asked.**

Our clinic telephone numbers are:

Victoria Central Health Centre Dental Clinic:

0151 604 7328

St Catherine's Health Centre Dental Clinic:

0151 652 6527

Leasowe Primary Care Centre Dental Clinic:

0151 638 6103

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When you are in the clinic

You will be asked to clean your hands and put on a face mask which will be provided. The Dental Team may be wearing aprons, masks and other protective equipment. See example below.



- Please follow social distancing guidelines at all times.
- Please bring your own pen to sign forms.
- Please pay for your treatment before you come to the clinic or use contactless payment.
- If you do not pay for your dental treatment, please bring proof of your exemption.
- At the end of your treatment, please leave the clinic and do not re-enter. If you need another appointment, we will make this with you over the telephone.

Thank you for your cooperation.

If you would like this information in another format or language, please contact the Your Experience Team on freephone 0800 694 5530. Alternatively you can email wcnt.yourexperience@nhs.net

June 2020 V1



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