



BENHILLDENTAL

ALEXANDRA FIVEY & ASSOCIATES

We are accepting new patients

Patients wishing to register can do so by calling our dedicated [New Patient](#) Registration number on **020 3827 4522** where a member of our team would be more than happy to help you or alternatively you can register and book online using our [Booking Portal](#) which is available 24/7.

For further information please see our [New Patient](#) page.

We remain open for routine and emergency dental and hygiene appointments

We are glad to announce that we are still open and are now in a position to offer routine dental and hygiene appointments as well as emergencies appointments, spaces may be limited.

We can offer evening and Saturday appointments for patients wishing to be seen Privately but these appointments must be booked in advance as we do not have an out of hours reception team.

We also provide emergency triaging service during normal working hours where we will provide emergency advice and book a face to face appointment when appropriate.

We will continue to have designated appointment slots for patients who have been notified by their GP to shield during COVID or are considered to be vulnerable. This is to minimise the amount of contact you have with others.

Changes to expect during Covid-19

Please do not come to the surgery unless you have an appointment.

Please contact reception and update your email address prior to making your appointment otherwise you will not receive your appointment reminders or link to fill out your medical history online and most importantly practice updates.

Please check that our emails have not gone into your junk mail.

Once your email address is updated please fill out your medical history using our [Patient Portal](#).

Please wear a mask to your appointment otherwise you may be refused entry, this includes children if possible.

- Patients with appointments will only be allowed to enter into the practice when their clinician is ready to see them
- You will be asked to use our hand sanitiser as you enter and leave the practice
- Our waiting area and toilets will be out of use to the public
- We accept card payments or exact cash payments.
- We do not accept AMEX and are unable to offer change
- Please avoid using public transport where possible

Treatment options that we provide may be different to that before COVID. This will be explained to you at your appointment.

What to do if you suspect you or someone you are living with has Coronavirus, have been contacted by track and trace or have been abroad in the last 14 days?

If you have an appointment, please call reception to cancel the appointment as soon as possible. Do not attend the practice.

Please visit the following websites:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://contact-tracing.phe.gov.uk>

Registered and Non-Registered Patients requiring emergency dental assistance

If you require emergency dental assistance, please:

- see our [Emergency](#) page for useful information including how to manage your emergency at home.
- call our reception team on **020 3827 4522**, we provide a telephone triaging service where we can offer:

- telephone advice (advice and a prescription if needed)
- be booked in for a face to face consultation with your dentist

Note: Emergency appointments will be prioritised based on those in most need of face to face urgent assessment and are not on a first come first serve basis.

Non registered patients requiring NHS emergency dental assistance

Please follow the advice above.

Patients who were not previously registered at our practice but are in need of NHS emergency dental assistance will be given emergency advice and treatment if deemed necessary.

Due to high demand at this time we may not be able to register you as an NHS patient and offer long term treatment solutions. If that is the case you can call us back when registration

re-opens. Alternatively you can register as a Private patient with Dr Alexandra Fivey or Mr Salam Aziz.

What should I do if your practice is closed?

If you require emergency assistance outside our normal working hours please call NHS 111.

What counts as a severe emergency?

Please avoid calling NHS 111 or going to A&E departments during our normal working hours unless you have;

A) Been advised by one of our dentists

B) Been advised by NHS 111 to go to A&E

C) any of the following in which case you must call NHS 111 immediately and make your way to A&E:

- Swelling that is affecting your vision/ breathing/ preventing you from swallowing liquid
- Trauma leading to loss of consciousness/blurred or double vision
- Uncontrollable bleeding (bleeding that will not stop after having bitten on gauze or a handkerchief for 15 mins whilst sitting upright)

Our promise to you

Rest assured, we are following government and NHS guidelines at all times to ensure the safety and wellbeing of patients and staff.

We appreciate your understanding and patience during this time.

Kind regards,

All of the Team at Benhill Dental Practice



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