

We look forward to seeing you at your upcoming appointment. We'd like to make you aware of a few new procedures, along with some suggestions to help you prepare for your visit. We have put these measures in place to ensure you receive the highest quality care whilst maintaining the safety of you and our staff.

Our staff will go through a COVID questionnaire with you when you arrive for your appointment. Please read through these questions at the bottom of the letter in advance and let us know if the answer to any of these is Yes.

Where possible please attend on your own. Chaperones may be asked to wait outside the practice.

We may be wearing different masks with an apron or gown but we are still the same friendly team behind the PPE!

**On the day
of your
appointment**



Before arriving, please hydrate, brush your teeth and visit the lavatory - ours is only available for emergency use



Wait on the ramp at the time of your appointment, remaining in your car or anywhere else outside until then. The practice door will be locked until your appointment is ready to start.



Please wear a face covering or mask and bring only what you need.



Bring your mobile phone if you have one and a pen.

When you enter the practice



Before entry we will take your temperature with a forehead thermometer



Our reception team will be behind a screen for added protection



You will be asked to clean your hands with sanitiser



You will be within 2m of our clinical staff but they will be wearing enhanced PPE

Enter alone where possible and observe social distancing. We will limit patients in the practice.

After your appointment



You will be asked to clean your hands with sanitiser and put your face covering on again



The surgery is disinfected and powerful air extractors will clear the air between every patient



Please use a card or phone for contactless payments

Please notify us if the answer to any of the following questions is Yes.

Have you or anyone in your household:

- tested positive for COVID-19?
- a new continuous cough?
- a high temperature more than 37.8°C?
- any flu-like symptoms e.g. headache, fatigue, stomach upset?
- any recent change or loss of taste or smell?
- been isolating with symptoms in the last 14 days?
- been notified by NHS Test and Trace in the last 14 days that you have been in contact with someone with COVID-19?