

COVID-19 ATTENDANCE POLICY

Patients who are experiencing any symptoms of CORONAVIRUS or are currently self-isolating are NOT TO ENTER THE PRACTICE and will need to re-arrange their appointments by telephone or email.

Our aim is to keep our patients, visitors and staff safe. We set a high standard of cross infection control and require all visitors to the practice to comply with our safety requirements.

We require all visitors to the practice to:

Come to your appointment alone unless attending with a parent/carer

Wear a face mask/covering while in the building (you will be asked to remove it while in surgery)

We will take your temperature on arrival at the practice. We require that you use the hand sanitiser provided before entering

We will ask the screening questions again upon arrival

Arrive 5 minutes early for your appointment. Unfortunately late arrivals will not be seen

Please wait in your car & **text 07928 435138** to announce your arrival. We will call to invite you in

Ask to use the bathroom facilities so we can undertake a thorough cleaning protocol – Tooth brushing is prohibited

Any payments may be made at reception, by card only please

In the case of urgent treatment patients are required to contact the practice by telephone or email and their needs will be triaged by reception staff

We will continue to adhere to national guidelines with respect to cross infection and all preventative measures

Other measures in place include:

AIR PURIFIERS IN EVERY ROOM - scientifically proven to kill over 97% of airborne viruses immediately

PPE (MASKS, VISORS , GOWNS ,etc)

PERSPEX SCREENS AT RECEPTION

SOCIAL DISTANCING PROCEDURES WHEN POSSIBLE (i.e. waiting room)

STAFF TESTING TO ENSURE NO-ONE HAS COVID -19

INCREASED DISINFECTION OF DOOR HANDLES ETC

If you have any concerns or queries please don't hesitate to contact us