

## **Guidance to keep you safe when attending your appointment**

While coronavirus has put limitations on all our lives, it is important that you seek medical attention when it is appropriate to do so. We are trying to undertake as much clinical work remotely as possible (by telephone, video calls or online consultations, such as e-consult). If it is felt necessary to offer you a face-to-face appointment please follow the below advice on attending the surgery designed to keep you, fellow patients and our staff as safe as possible.

### **Travelling to and from your appointment**

When travelling to and from your appointment, please follow government guidelines which includes travelling by car, bike or on foot if possible, keeping a safe distance from others and washing your hands regularly.

### **When attending your appointment**

When attending your appointment, we will be putting in place a range of measures to minimise any risk of COVID-19:

- The front doors are locked with a doorbell to attract attention. Please stand behind the marked line whilst waiting for the receptionist or clinician and keep your distance from other patients who may be in attendance
- we may have asked you to attend your appointment at a clinic that is not at your usual venue
- Please attend with a face covering if you are able to wear one and use the hand gel provided on entry and exit
- the appointment may take longer than usual
- social distancing measures will be observed where practical – this will include the clinician keeping a distance of 2m until the required examination or procedure
- Staff will be wearing the necessary PPE

Due to the ongoing response to COVID-19, our service may have a reduced number of appointment slots available. If you choose not to attend your appointment, please contact your GP practice so it can be offered to someone else.

### **Symptoms of COVID-19**

You must **NOT** attend an appointment if you or any member of your household are suffering from any of the symptoms associated with COVID-19 or are self-isolation. If this applies to you, please contact your GP practice so that you can reschedule your appointment for a different time.

### **Patients on the shielding register**

If you are identified as clinically extremely vulnerable and have been shielding, please remind the person booking your appointment as we are taking additional precautions to minimise infection risk in this group.