

The New kind of Normal

As the practice starts to gradually reopen, there will be changes.

This is to keep you, our patients & our staff safe.

The following information will be for all patients entering the practice.

Booking your Appointment

We'll call you to make an appointment at the practice.

We'll also send you a New Medical History form by email, or alternatively you can download it [here](#). This will need to be completed & sent back before your appointment.

If we do not receive this back we will have to cancel your appointment.

Day before Your Appointment

We'll call you the day before your appointment to check that;

- 1) We have received your Medical Health Form back.
- 2) You have no Covid-19 symptoms, or you have been with someone who has Covid-19 Symptoms.
- 3) We will take a card payment for your appointment.

Day of your Appointment

Please make sure that you travel to us by foot or by car and avoid public transport if at all possible. If you do travel by public transport please wear a Mask.

Arrival to your appointment on time is important; if you are late we will be unable to see you.

When you arrive the door will be locked, so please press the doorbell to let us know you have arrived.

Please do not bring anyone with you to your appointment unless absolutely necessary.

You may bring parent/guardian or children if under the age of 16yrs.

Any other person apart from the exceptions above will be asked to wait outside the practice.

Waiting Area

As soon as we let you in you will be given a mask to wear, you will then be given antibacterial Gel to use on your hands.

All our staff will be wearing a different type of PPE than you would have seen before, this is to ensure yours and ours safety.

We will check your temperature using a non-contact thermometer if this is 37.8'c or above we may re scheduled your appointment for a later date.

Unfortunately the bathroom at the practice will be closed to patients this is to avoid contamination. So please use the bathroom before you leave home.

We will ask you some questions when you first arrive to ensure nothing has changed from your pre-visit call.

Please stand 2m from the desk and avoid touching the plastic screens we have installed. You may approach to use the switch machine for contactless payments, if we did not take your payment over the phone.

After your Appointment

If you develop symptoms of Covid-19 after your appointment please contact the practice to let us know. You then must follow the appropriate steps to get a test & then to self-isolate for 7 days if you live alone or 14 days as a household. Please see

<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

All other up to date Coronavirus information see here

<https://www.gov.uk/coronavirus>