

Dear Patients

We are pleased to announce that our practice is now open to see our patients. Whilst many things have changed, we want to reassure you that we remain committed to your safety. We have always maintained the highest standards of infection control.

We would like to inform you of changes we need to implement to reduce the risk to you, your families and to our staff.

- All patients will undergo a pre-assessment by telephone 24 – 48 hours before the appointment.
- All patients will stay in their cars on arrival and **text the patient's name to 07437 956438**
- Upon entry, the patient's temperature will be taken. Patients with temperatures above 37.8°C will be rescheduled. Please do not take any paracetamol prior to the appointment as this makes the readings inaccurate.
- Only the patient will be allowed in the practice (please inform staff on your pre-assessment if this is not possible).
- Patients will be asked to sanitise their hands upon entering the practice.
- The waiting area will not have magazines, toys or games as these are difficult to disinfect.
- We will send a treatment update with your child and feel free to request a call to discuss the appointment with the treating clinician.
- We will do our best to allow more time between patients to reduce any waiting times and the traffic of people in the practice/department.
- Any outstanding payments will be made over the telephone.
- Any appointments that can be conducted virtually will continue to be performed virtually to reduce the risk of exposure.
- We will not make appointments on the day and will send them out to you. Please contact us if you have to change appointments.

Due to these guidelines, we will be seeing fewer patients per day so please be patient with us.

- ✓ We will always wear a mask, a face shield and a disposable gown or apron, but it's still us!

✓ All team members will be health screened before their shift.

Unfortunately, the virus is still a threat. However, we have always used universal precautions and we will continue to do so.

We look forward to seeing you soon.