

Before your appointment

On the day of your appointment



Entering/Leaving the practice

1

We will send you key information ahead of your appointment

2

You will receive a text asking you to complete some screening questions for symptoms of coronavirus. Please ensure you respond promptly, or your appointment could be cancelled



3

If you have questions regarding your appointment please call the surgery to book a telephone consultation with the Doctor/Nurse as there will be limited time to do so during your appointment

1

If you have developed any COVID-19 symptoms such as fever, new persistent cough or loss of smell/taste **DO NOT** attend the practice

2

Please do not arrive too early for your appointment as you will only be seen at the exact time of your appointment.
IF YOU ARE LATE THEN YOU MAY NOT BE SEEN as this will impact on social distancing outside the practice

3

Please wear a facial covering or mask.
Avoid bringing large number of things with you, please ensure you only bring necessary items
Toilet and baby changing facilities will not be available

4

When you arrive, please press the buzzer on the right-hand side of the door to let our team know that you are here

5

Please ensure you attend your appointment alone unless you require assistance or are supporting a child or someone vulnerable

6

If someone else is already within the practice you may be asked to wait – please stand back 2m away from the door to allow patients to leave safely and allow appropriate distance between you and others waiting

1

The Doctor/Nurse will collect you from the Surgery entrance. They will check your temperature and ask you to sanitise your hands

2

You will also be asked some screening questions for COVID-19 symptoms

IF YOU HAVE SYMPTOMS YOU WILL NOT BE SEEN

3

You will be taken to the Treatment Room for your consultation. On entering the Treatment Room you will be asked to leave your belongings like your bag or coat in the box provided

4

Following the consultation the doctor/nurse will clean down the room and then show you out of the practice