

PATIENT JOURNEY WHEN ATTENDING FOR AN APPOINTMENT DURING THE **COVID-19 SEASON**

We have got all the appropriate measures in place to see you and your family safely if the need arises.

Kindly continue to call **01743243026** if you need to talk to us and our team will be there to guide you through the protocols in place for a face to face appointment.

Please remember the following when you attend an appointment:



1. We will ask screening questions related to covid 19 over phone when you arrive at the car park.



2. Please wear a mask before you enter the building.



3. Kindly leave all your belongings in the vehicle when you attend your appointment.



4. Attend on your own unless you are with a carer or one parent with a child.



5. Don't come to the front door unless you have been asked to do so by one of our team.



6. We will check your temperature when you arrive at the door.



7. Please use sanitizer as soon as you enter the building.



8. One-way system in place – follow the instructions by our friendly team while you are at the practice.



9. We will be taking payment on arrival and would appreciate payment by card preferably contactless.



10. Please reschedule if you or anyone in the household develops any symptoms once the appointment is made.



We want you to be safe and at the same time we need to be staying safe too, so kindly adhere to the above measures.