

COVID – 19

What we are doing to protect you and keep you safe

Your safety and well-being is our highest priority when you visit us for your appointment and we have made a number of important changes to the running of our clinics. We hope that this will give you some reassurance during this difficult time.

- You will receive a call from our bookings team a day or two before your appointment to ensure you are not exhibiting any Covid-19 symptoms. We will ask these questions again on your arrival to clinic.
- The clinic you are attending does not allow patients with any Covid-19 symptoms to attend in the same area that you will be visiting.
- Arrangements will be in place to ensure your safety on arrival for your appointment and when leaving the clinic.
- Our Clinical Team will be wearing Personal Protective Equipment.
- Please attend your appointment alone, where this is not possible you may bring someone with you.
- All patients must wear a face covering to their appointment.
- You will be asked to use hand sanitizer before entering the clinic room.
- You will wait in a dedicated waiting area. You will not be sat waiting with lots of other patients and we will always ensure that everyone is kept at a safe distance.
- In between patients, the Health Care Assistant will clean all surfaces and equipment, chairs, handrails, lift buttons, etc to ensure your safety.

Please get in touch urgently if you are unable to attend your appointment or if you have been experiencing symptoms in the last 14 days

At this time more than ever, NHS resources are limited, and it is important that you attend your appointment. If you are not able to attend your appointment, please ring our bookings team on 0333 332 2100.

If you have a new persistent cough or shortness of breath, fever of 38 or greater, or new onset of loss of taste or smell, you **must not** attend the clinic – please ring our bookings team on 0333 332 2100 so that we can re-arrange your appointment.