

## Patient Advice:

### Triaging your Treatment Needs

- If you answer 'No' to all the questions below, then you will be able to attend your appointment.
- If you answer 'Yes' to any of the questions below, then you will receive further advice on how to proceed.
  1. Are you a shielded patient?
  2. Have you been exposed to or developed Coronavirus (COVID-19)?
  3. Have any of your work colleagues or family (household) gone into self-isolation?
  4. Have you had, or are you experiencing any of the following symptoms?
    - Loss of smell and/ or taste
    - High temperature (37.8 degrees or above)
    - Persistent cough

### Social Distancing

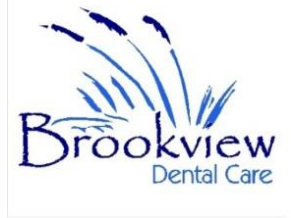
- Only arrive at the practice at the time of your appointment to minimise the number of people in the practice at any one time.
- Attend on your own, or, with a carer/ parent as required.
- The main practice door will be locked. You should wait outside until we unlock the door.
- You will exit the practice through the fire exit door.
- On entering the practice you will have your temperature checked, and ideally, you should report your temperature to us prior to entering the practice.
- On entering the practice you will need to sanitise your hands.
- On entering the practice you will be asked to wear a mask or a face covering if you are going to remain in the waiting room, but not if you are going straight into the surgery.
- You will only return to reception if you need to make appointments, purchase sundries or pay for treatment, and only if there is no other way to do so.
- Vulnerable patients will have tailor made appointments to avoid contact with other patients.
- Handshaking will be avoided.
- The hanging of coats and bags should only happen on the coat hanger outside Surgery 1. The coat hanger near the entrance door must not be used.

### Sitting:

- There will only be two designated areas for sitting in the waiting area. Both areas will have two chairs; one with arms and one without arms.

### Equipment:

- You are encouraged to bring/ use your own pen if signing is required
- You are advised not to bring multiple bags, heavy items, food or drink into the practice, and not to wear heavy jewellery.



Sneezing and coughing:

- You should sneeze or cough into a clean tissue, and dispose of it immediately in a nearby waste bin. If this is not possible, then you should sneeze or cough into your upper sleeve. A poster will be in the waiting area advising of this.

Payment:

- Payment should be made preferably by card; however, all methods of payment will still be accepted.

Treatment:

- Elective procedures may be deferred or reassessed, depending on incoming and evolving guidance.

Waiting Area/ Reception:

- No magazines or toys will be available.
- Air conditioning will not be used until we receive further guidance.
- You are advised against the use of public toilets where possible.

Patients discovered to have COVID-19 after attending:

- **If you have attended the practice, and subsequently developed symptoms, you must notify us as soon as possible so we can take appropriate action.**