



Your New Patient Journey

Due to the Coronavirus we have altered your journey through the practice to ensure your safety and that of our staff.

Please read the instructions below to follow when you come for your next appointment.

- 1) On arrival, please wait in the car or outside. The practice door will be locked and the waiting room closed.
- 2) Please attend unaccompanied unless you require a parent or carer to come in with you. Please notify us of this in advance.
- 3) If you require mobility assistance please notify us before attending.
- 4) Please bring a minimal amount of belongings into the practice.
- 5) The nurse will come out to collect you wearing PPE (Mask, Visor, Gloves, Apron).
- 6) Before entering the practice the nurse will reassess your COVID-19 status and take your temperature digitally.
- 7) The nurse will then give you hand sanitiser before taking you through to the surgery.
- 8) Please avoid making unnecessary contact with surfaces in the practice.
- 9) Your appointment will take place in the downstairs surgery.
- 10) After your appointment you will be given hand sanitiser before leaving the surgery.
- 11) You will then be asked to make your way to reception staying in the marked areas.
- 12) Reception will process payment via card only when required and make any further appointments needed.
- 13) The receptionist will then open the front door for you to leave while maintaining social distancing and shielding.
- 14) Please be aware that the toilet facilities will not be available.

Thank you for your co-operation.

We look forward to seeing you soon.