

Clinic Guidelines during the Covid-19 pandemic

In the interests of minimising risk to patients and staff, we've introduced some guidelines when patients are attending for a face to face appointment as follows:

Patients:

1. **Please do not attend** for your appointment if you are required to self-isolate either because you have been diagnosed with Covid-19 (or have symptoms which may indicate coronavirus infection) OR if you have been in close contact with someone else who has. Please follow the government's rules on self isolation. Please be assured that practitioners are waiving all fees for late cancellations and missed appointments, so there is no need to worry about being charged if you don't attend.
2. We can only accommodate a maximum of two people sitting in the waiting area at any one time, so when attending for your appointment, **please avoid entering the clinic building too early** (i.e. more than a couple of minutes prior to your scheduled appointment time).
3. We appreciate that under normal circumstances, patients will often attend with a friend or family member. However, if you do travel with someone else, where possible it would help us enormously to maintain social distancing if the other person did not come into the clinic with you. We do of course recognise that there are some circumstances where patients do need someone else with them in clinic so we simply ask that patients make their own judgement as to whether this is necessary.
4. If for any reason, the clinic waiting area exceeds capacity, we may ask you to wait outside or in your vehicle until your practitioner is ready to see you. If you have a mobile phone with you, we can call you when they are ready
5. There is a no-contact hand sanitiser for patient use (containing alcohol-based hand foam) located on your right as you enter into the waiting area. Placing your hands beneath the unit will dispense the foam. We would recommend that patients use this on entry to and exit from the building.

What we will be doing:

1. We're allowing additional time between patients so that we can clean and sanitise patient contact points throughout the building between patients (e.g. door handles, light switches, sanitary fittings, seating, treatment couches and other equipment)
2. During any consultation phase of the appointment, the chairs will be placed so as to maintain social distance. Practitioners have their own personal protective equipment (PPE) to wear (including face masks) when they need to come into closer contact with patients for the purposes of examination.

We thank you for your co-operation and of course, if you have any questions, please do not hesitate to ask.