

Information for patients – COVID-19

Your appointment

In response to the COVID-19 (coronavirus) outbreak, we are doing everything we can to ensure the safety of our patients and staff. Extra measures have been put in place to allow the continuation of our services, please follow the steps below for your safety and the safety of our staff and other patients.

- Please arrive at your appointment time – if you are early please wait in your car, or outside the building, until the time of your appointment.
- You will be asked screening questions on arrival for your appointment and will be asked to re-schedule if you have coronavirus symptoms.
- Please attend your appointment alone unless it is essential that you are accompanied by a carer or relative.
- Please wear a face covering to your appointment if you have one.
- You will be asked to use hand sanitiser as you arrive and leave clinic.
- Please adhere to social distancing whilst at the clinic
- Staff may need to wear personal protective equipment to ensure they can safely assess and treat your condition.
- If you, or a member of your household, have symptoms please do not attend your appointment. Please contact us to cancel your appointment and re-book for a later date.

The most common symptoms of coronavirus are:

- a new, continuous cough
- a high temperature of greater than 37.8 °C
- a loss of, or change in, your normal sense of smell or taste (anosmia)

If you have any of these symptoms you should follow the most recent government advice on isolation and contacting your GP.

If you live with someone who has symptoms – stay at home for 14 days; this is because you may develop the virus yourself during the incubation period. Even if you don't get sick you must still complete 14 days at home.

Thank you for your continued support and understanding at this challenging time.