

# Your next appointment: what to expect



- 1** Please make sure you have completed all necessary paperwork (eg medical history) before attending for your appointment – we will be in touch to do this.

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- 2** Attend on your own unless you are accompanied by a carer or a parent.

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- 3** Wear a face covering and bring a minimal amount of belongings with you.

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- 4** Let us know when you have arrived at the practice – by phone or knocking on the door marked Door 2, at the front of the building with the garden.

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- 5** You may be asked to wait in your car or outside until we call you in, to avoid contact with other patients.

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- 6** You will be invited into the practice, where staff will check your temperature and ask you to clean your hands with hand sanitiser. You will also be required to leave your belongings in a box. We ask that you do not use the toilet facilities unless absolutely necessary.

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- 7** Staff throughout the practice will be wearing new Personal Protective Equipment, for their safety and yours.

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- 8** Payment will be taken by card before you leave. Future appointments will be dealt with over the phone, after you leave the building.

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- 9** You will be asked to clean your hands again before you leave via a back door, again to avoid contact with other patients.

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- 10** We will disinfect the surgery and relevant surfaces in the building after your appointment.

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Please contact us by phone – 01482 848655 – with any questions.