



# The East Preston Clinic

## Information for Patients during the COVID-19 Pandemic

We hope this letter finds you and your families in good health.

You may have heard that clinics can open for routine care from Monday 8 June.

Healthcare has been through a lot over the last few months, and all of us are looking forward to resuming our services as normal. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our clinic, and you may have seen this during your visits. Our infection control processes are made so that when you receive care, it is both safe for both you and our staff. We want to tell you about the special infection control procedures we now follow.

These rigorous infection control guidelines are issued by the NHS and CQC. We are up to date with all of the new guidance that has been issued since the COVID-19 pandemic struck. We do this to make sure that our infection control procedures are current and adhere to recommendations.

### What will happen?

We will communicate with you before your appointments to ask some screening questions. You will be asked to confirm your answers again when you arrive on the day of your appointment.

### COVID assessment questions

1. Have you tested positive for COVID-19?
2. Do you have a raised temperature or fever? (feel hot to touch on your chest/ back a temperature greater than 37.8c)
3. Do you have a new continuous cough?
4. Do you have partial/total loss of your sense of smell or taste?
5. Have you or any members of your household been in isolation with symptoms in the past 14 days?
6. Have you been in contact with or does anyone your household exhibit any flu like symptoms?
7. Are you currently shielding? **Have been advised by your GP to shield?** if so, it is likely that you will need to attend the first appointment in the day when less people are in the building. We will carry out a telephone triage risk assessment prior to any appointments.

## When you arrive

We have made some changes to help protect our patients and staff. You will see these changes when it is time for your next appointment. For example:

- The door to the clinic will be locked, please try to arrive no more than 5 minutes before your appointment time and wait outside, if late then you may lose your appointment slot. We obviously need to run a very regimented appointment system so we can help as many people as possible each day. Nonattendance will result in a fee. **Appointments now more than ever are extremely valuable.**
- Your temperature will be taken on entering the practice. If your temperature over 37.8 you will not be permitted to enter the practice.
- There are hand sanitising stations around the practice, for you to use on entering the clinic, and leaving the clinic.
- We will no longer offer magazines, newspapers, coffee or water dispensers.
- Appointments will be managed on a one in one out basis so it is very important that we keep to time. Please do not be late!
- We have allowed greater time between patient so there will only be one patient in the clinic at a time.

## How can you help?:

- With the exception of patients with carers, patients must attend alone.
- Always observe one metre distancing. Floor markings are laid out to aid you.
- Please do not bring any belongs with you other than essential items, this is to prevent cross contamination and is very important. Any excess items will have to be stored in non-clinical area. They will **not** be permitted into the clinic. Please **do not** bring shopping in with you.
- Payment should be made by cheque or by BACS transfer.
- Staff will not shake your hand.
- If you show symptoms following your visit and believe you may have been asymptomatic at the time, you should contact the clinic by phone, so we can risk assess the situation to keep other patients and staff members safe.
- Please do not arrive without an appointment.
- **Patients should come wearing a mask.**

We are planning to move forward in the following ways.

We will be continuing to triage all patient prior to booking appointments to get maximum efficiency from our appointment system. Following that we will begin to restore more routine levels of care as allowed by the COVID risk level and guidance from the government. So, thank you, in advance for your patience and understanding, **safety is our number one priority**. We will continue to operate in this manner to avoid unnecessary risk and to avoid contributing to the spread of the disease so that we have a faster return to life as normal.

With all best wishes

A handwritten signature in black ink, consisting of a large, stylized 'G' followed by a horizontal line and a small flourish.

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