



What happens when I arrive at the practice?

- If you are arriving by car, at this stage in our re-opening process, please ring the door-bell on arrival and wait for a team member to escort you into the practice. This may change as time progresses.
- If you are arriving by foot or on public transport, please ring the door-bell on arrival and wait for a team member to escort you into the practice.
- **THE PRACTICE IS OPERATING A CLOSED-DOOR POLICY AND THE DOOR WILL BE LOCKED AT ALL TIMES.**
- On entering the practice, you will be asked to sanitise your hands.
- A team member will ask you some more questions relating to your general health, COVID-19 symptoms, and take your temperature.
- We will ask you to adhere to the 2 metre social distancing rules while you are in the practice. Posters, banners and floor markings will help you to keep as safe distance.
- There will be no patients in the reception area and you will be escorted straight into the treatment room.

- *If your travel arrangements are complicated, or you are travelling from a long distance away, please check your temperature before you leave home, if it is above 37.5°C please ring the practice for advice.*
- *All of our team members undergo daily temperature checks and COVID screening.*
- *The practice environment will look very different to what you are used to; there are fewer chairs, no magazines or toys and no water dispenser.*