

(COVID-19) Information – Your Future Appointments

- Please arrive at the front door marked 'ENTRANCE', knock, and wait to be greeted by a receptionist
- Your temperature will be taken with a contactless thermometer and noted by a receptionist before you enter the building. You will also be questioned about any symptoms of COVID-19
- You must wear an appropriate, well fitted face mask to attend your appointment and you will be asked to sanitise your hands before entering. Please bring your own pen to sign forms etc... If you are unable to provide PPE, it can be purchased from us at a cost of £5.00) **NO PPE, NO ENTRY**
- You will be escorted into the practice and directed to a seat in either waiting area A or B
- Your seat will be sanitised by a member of staff after you have used it. This is essential to maintain hygiene standards, please do not be offended
- **Please remain in your seat. Do not walk around or touch any surfaces including spectacle frames**
- **Please note:** Only the patient with the appointment will be allowed to enter the building, except where necessary for young children, or patients with mobility issues, disabilities etc...
- A maximum of 2 children to attend at a time along with one parent or guardian. Additional family members not permitted entry into the Practice
- To control the number of patients we have in the practice simultaneously, you will only be allowed to enter 5mins prior to appointment
- Due to new industry guidelines, we must limit the amount of contact time between patient and practitioners to 15mins. Therefore, we must collect as much information as possible prior to your visit. You must complete our 'Pre-Examination Questionnaire' form **BEFORE** arrival or you may be refused entry **SEE APPENDIX 1**
- The Optometrist will collect you from the waiting area and escort you to the testing room
- If you require dilation, the Optometrist will escort you to a separate room to wait for the drops to take effect
- If you require alterations to your prescription or glasses, the Optometrist will escort you to the dispensing area and provide a handover to the Dispensing Optician
- Once the dispensing is complete, you will be escorted to reception B for payment to be taken and to be let out of the building via exit door
- **Please Note: Card payments only, use contactless where possible. Cheques No Longer Accepted**
- For your safety, where possible, spectacles are to be posted direct to your home address at a cost of £5.00 for standard delivery or £10 for special delivery & signed for
- If you wish to collect at the practice, an appointment needs to be made. You will need to wait outside until the previous patient has left before being allowed to enter. You will be taken directly to one of the Dispensing Opticians. There will be a maximum of 30mins contact time available for

the adjustment and collection of new spectacles. You will then be escorted to the exit door following payment if applicable

- All new lenses to be fitted to own frame, repairs & adjustments need an appointment slot. (Same procedure as above)
- **Patient toilet facilities are temporarily suspended due to the inability to fully disinfect the area after every use. We apologise for any inconvenience caused**
- For Ad-hoc collection of eyedrops, solutions, Contact Lenses etc... please knock the entry door and Receptionist 'A' will come and assist you. They will then send you to the exit door, where Receptionist 'B' will supply your goods and take payment. This will reduce patient interaction inside the reception area.
- The Practice back door will remain closed unless prior arrangement has been made to accommodate patients with mobility issues or requiring disabled access

APPENDIX 1

New Government Guidelines for Optometric Practice state that there is to be no more than 15 MINUTES contact time between Practitioner and Patient during an appointment.

To adhere to this imposed time restriction, yet still provide a thorough Eye examination, we are introducing two additional elements to our testing process:

1. A 'Pre-Examination Questionnaire', which will outline your ocular history and alert the Optometrist to any new visual problems you may have
2. An appropriate digital scan/photograph, which will provide a visual representation of the inside of your eyes. This can be thoroughly examined by the Optometrist after your visit, minimising the time spent in close proximity inside the testing room.

Item 1 is mandatory for every appointment and needs to be completed **BEFORE** you arrive. This must be received by the practice prior to your visit, preferably via the link on our website or via email

Item 2 is optional and will carry a **£29 fee**. Please indicate on your 'Pre-Examination Questionnaire' if you **DO NOT** wish to have the digital scan during your visit