



### **What changes we have made to protect you during your visit.**

As you may already know, we already had strict hygiene procedures in place prior to COVID-19 and all consultation room equipment was wiped down with alcohol wipes prior to seeing you. This will continue but in addition to this we have implemented the following before seeing each of you:

- All staff are trained in disinfection procedures and wearing PPE and removal/disposal of it.
- Consultation room chairs will be disinfected after each patient.
- All staff will be wearing face masks changed after a session.
- All staff will be wearing gloves (changed for every patient) or hands washed/sanitised in between each patient.
- All frames will be wiped and disinfected after you've tried them.

### **What we ask of you.**

- Please read your appointment email carefully.
- We may call you a day prior to your appointment to ask COVID-19 screening questions and to go through some history and symptoms, so that we can minimise your time having a face to face consultation.

- Please come to the practice wearing a mask if you have one. If not, we will provide one for you on arrival (mandatory).
- On arrival we will ask you to use provided hand-gel to sanitise your hands (mandatory).
- On arrival we will check your temperature with a non-contact thermometer.
- Please do not attend wearing gloves.
- Please bring as few items as possible to the practice. This helps us minimise cross-infection.
- Please arrive on time for your appointment as late arrival may result in the next patient having to wait outside. We may not be able to see you if you are late.
- Ideally attend alone to keep the number of people within the practice to a minimum.
- Please let us know as early as possible if you cannot attend so that we can offer that appointment to someone else.
- Please do not touch any of the frames on display. Our team will be happy to pick these for you. This will help minimise contamination.
- Keep to social distancing rules with other customers/patients within the practice.
- Please do not attend the practice without an appointment, even if this is just for a repair, collection or new spectacles.
- Unfortunately, we will have to temporarily suspend our bathroom facilities.

We appreciate your cooperation and support in adhering to these temporary measures and hope you understand that they have only been implemented to ensure your safety and ours.

We have the best technology in Optomap and OCT to enable us to check the health of your eyes in a non-contact fashion and a Topcon phoropter (instead of a trial frame) to enable us to find your spectacle prescription with utmost accuracy and minimal contact. Many of you will already be familiar with this.

We are also blessed with having a wide space for our shop floor which enables us to maintain social distancing between customers/patients. We only envisage having 2 to 3 customers within the practice at any given time and will be operating an appointment only locked door policy.