



The London Road Clinic

Patient Information During the COVID-19 Pandemic

We are proud of the safe and friendly environment we have created and very much look forward to welcoming you for your appointment

After a period when most non-emergency medical practice was stopped, our governing bodies are advising a careful return to practice. At the London Road Clinic, we have been concerned about the time that our patients, both new and old, have been unable to access medical care.

We will be re-opening for personal consultations and treatments during May 2020.

The London Road Clinic will be a “clean” COVID-19 free medical centre. We will only ever see symptom free and infection free patients. We have created care pathways to try and eliminate risk to you and our staff, so you can attend with confidence at a time we know many are anxious venturing out

What we ask of you

- **We strongly recommend a telephone or video consultation with your consultant before booking your face to face consultation. Your consultant will be able to assess your need to attend and your safety, and they will often be able to provide treatment without the need for you to attend. The London Road Clinic team will be happy to organise this for you. Standard consultation fees apply**
- For cleaning of your ears, you will only need to talk to our reception staff prior to attending
- All visits are by appointment only. Please phone or e-mail us to make arrangements
- We ask you to attend wearing a face covering.
- We would much prefer card payments (rather than cash payments) if you are self-funding. We ask you to come into the clinic alone, with relatives waiting in the car.
- Where children or vulnerable adults are attending, we ask that they are accompanied by one person only, and must be from the same household

- We ask you to attend no sooner than 5 minutes prior to your appointment. If you arrive early it is no problem, but you will be asked to check in and then we will ask you to wait outside or in your car
- If you arrive early and not by car, we may be able to direct you to an alternative waiting area for you to wait inside.

We ask you **NOT** to attend the clinic, and to inform us, if:

- You, or any member of your household, has had COVID-19 diagnosed within the last 14 days.
- You, or anyone in your household, have a new continuous cough
- You, or anyone in your household, has a fever or temperature measuring 37.8 degrees or greater in the last 14 days
- You, or anyone in your household, has suddenly lost their sense of smell in the last 14 days
- You are deemed high risk by your GP or the government (there may be exceptions and we would be delighted to speak to you to ensure your safety before you attend)
- You are known to have been in contact with anyone who has had symptoms or been diagnosed with coronavirus within the last 14 days

What you will find on arrival

- We have removed most of the seating from the clinic reception. There will be one patient in with the consultant / therapist or nurse and the next patient in reception waiting to be seen. We will strictly limit the numbers of patients in the clinic at one time and you may well be the only one when you are here
- We have created a barrier at the rear door (carpark) where we ask you arrive (we will be using the front door where possible for patients who are exiting the building only)
- On arrival we will ask you to wait outside on the 2 metre markers to be greeted by a member of our team.
- Your temperature will be taken by an infrared temperature monitor
- You can leave your mobile number with the member of staff and wait in your car should you choose, or wait outside on the markers until your appointment
- When you enter, your details will be checked at the reception desk No registration forms will be handed out so please ensure any changes of details **(to include updated insurance details if appropriate)** are given to the reception team
- If you are able, we ask after your appointment you exit via the front door and walk around to the car park.

Safety changes we have made

- A screen has been fitted at reception acting as a barrier between you and our reception staff to enable them to safely assist you with your appointment
- Staff will direct you to the consulting rooms from the reception desk

- Do not worry if any staff or your consultant are wearing face masks, visors, gloves or gowns. They will be following best practice guidelines
- There will only be a small number of patients in clinic at any one time
- An adequate supply of PPE (masks, gowns etc.) has been acquired for our staff
- All public areas will be cleaned regularly
- Refreshments will not be available as per national guidelines
- Newspapers and reading materials have been removed as per national guidelines
- Patient leaflets have been removed from public areas but are still available – please ask a member of the team
- Disposable equipment will be used where possible, and all other equipment clinically cleaned prior to and after each appointment
- All clinical areas will be clinically cleaned prior to and after each appointment

We are all happy to be back helping our patients and look forward to seeing you!

May 2020