

# Vision



# Hearing

## What to expect on the day

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We have put in place the following steps to ensure the safety of both yourself and our staff during this pandemic. Please read these carefully before arriving for your appointment.

1. Please attend **unaccompanied**. If this is not possible you should contact the practice 48 hours in advance so alternative arrangements can be made

2. You will have to remain **outside** all practices initially as the door will be locked to assist with social distancing requirements.



3. The door will be unlocked by a member of reception. Please **DO NOT** enter until the receptionist has returned behind the desk

4. If you do not have your own face covering, you will be provided with an FPII mask and asked to sanitise your hands with alcohol gel. Disposable gloves are available on request.

5. All of our staff will be wearing facemasks/visors

6. Please observe any social distance floor markings



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- Please limit personal belongings however we will have designated a safe area with direct supervision from a member of our staff for you to leave any personal items while you proceed to the clinical room.
- Our staff will advise you from here until we wave you goodbye on the day of your appointment
- Please pay by contactless wherever possible

**WE'RE LOOKING FORWARD TO  
SEEING YOU SOON!**



**THANK YOU FOR YOUR UNDERSTANDING AND CO-OPERATION. IF YOU HAVE ANY QUESTIONS PLEASE CALL OUR FRIENDLY TEAM AT YOUR LOCAL BRANCH PRIOR TO YOUR VISIT AND THEY WILL BE HAPPY TO ANSWER ANY QUESTIONS**