**What to Expect At Your Appointment**

**Arriving at the Practice**

1. You will either have submitted via email your medical history and other documentation or you will attend 15 mins before your appointment to receive paper copies. These cannot be completed in the practice and you must bring your own pen.
2. Please telephone the practice to advise them you are waiting outside. If travelling by car, please wait in the car until you receive a further call to come to the front door.
3. Upon arrival at the front door we will unlock it and let you in. The staff member meeting you will be wearing full PPE.
4. You will be taken to a hand hygiene station where you will be asked to thoroughly sanitise your hands.
5. Your temperature may be taken with a contactless infrared thermometer.
6. You will be taken straight through to the surgery for treatment as we are limiting the use of the waiting area.

**After Treatment**

1. If required, a further appointment will be made for you. To minimise contact, we will telephone you shortly after your treatment to confirm your appointment and give you an opportunity to document it.
2. If payment is required, we would respectfully request payment by card.
3. Before leaving the practice, please use the hand hygiene station.

**Things to Note**

Unfortunately, our toilet facilities will not be in use so please keep this in mind prior to your appointment.

We may appear a little daunting in our PPE and the practice may look a little bare, but rest assured it is still the same team underneath doing our best to stop the spread.

We would also encourage you to wear a mask or face-covering when you attend the practice to help enhance our infection control measures.

Thank you and we look forward to seeing you at the practice.