

# Working Together

This summarises the main areas that we may need to pay attention to before, during and after your appointment. The aim here is to cover areas which are now different to the usual face to face appointments. It is also intended as a reference to give information which may be useful.

Patients who have been to the practice before will be asked to complete Part 1 as an online form before each appointment

Questions

Have you been out of the UK in the last 14 days?

Are you feeling unwell?

Do you have a temperature?

Have you been coughing or sneezing?

Have you been in contact with anyone who has been coughing or sneezing?

Have you any change in taste or smell?

Have you been asked to self isolate?

Are you pregnant, immuno-suppressed, or over 70 ?

If you have answered 'YES' to any of these questions: We would be very happy to assist you via a phone call or Telehealth online consultation. We can take a case history and work with you via video or telephone.

If you have answered 'No', we will proceed to take a new Patient case history and ask the questions that you would expect at the beginning of a consultation. We will then arrange to see you for your face to face treatment. There may also be a telephone or video follow up as this will allow us to go over any advice with you.

When you have an appointment please adhere to the following on entering the practice:

- Please only come into the practice at your appointed time.
- Wait in your car or at a safe distance if you are early.
- Please ensure you wash your hands on entering and leaving the practice in the bathroom.
- Hand sanitiser will also be available in reception.
- If there are people in the hall, please wait outside, or in your car.
- Please do not bring friends, family, carers or children with you if at all possible
- Please understand that we are trying to finish each appointment a few minutes earlier than usual to ensure no waiting time, sanitisation of the treatment room and a flow of patients through the practice
- You tube link on what to expect <https://youtu.be/n1K2m3bwL7g>
- Please use BACs or ApplePay and contactless payment wherever possible. We cannot accept cash at present.
- All our practitioners that come into close contact with clients will be wearing a mask, apron, gloves and glasses or visor.
- Please bring in your own towel to cover the treatment table and for warmth, comfort and privacy