

## Patient Attendance Procedure

- The patient should use the toilet before attending the practice
- The patient should try to bring their own pen (if they will need to sign paper forms) although pens are disinfected after every contact.
- The patient should only bring minimal belongings into the practice with them
- The patient should attend alone wherever possible or with one other person if absolutely necessary
- All patients should wear a simple face covering when they attend
- If the patient requires a chaperone, they should be advised of the practice policy on chaperones
- The patient can only enter the building at the agreed time and if for any reason the patient may be kept waiting, they are encouraged to wait outside or in their car if possible.
- the waiting room is kept to 4 people as far as possible and 2m social distancing is maintained at all times.
- Patients will be screened using the standard COVID-19 screening questions and if now in Category 1 will be referred to an appropriate center (if it is an emergency) or advised to self-isolate
- The patient must use the hand sanitiser when entering the building from the PPE station inside the front door
- If not using emailed digital forms the patient should use the clinipad to update their details which is disinfected after every use.
- If necessary, remind patient to comply with the social distancing at reception etc.
- The patient should then be escorted to the surgery as soon as possible.
- Any patient belongings should be placed in a designated area which will be disinfected after use
- Once entering the surgery, the patient is asked to retain their face mask until the end of the appointment
- At the end of treatment, the patient should replace their face mask, leave the room immediately,
- Contactless payments are used where possible and cash is discouraged. Payment machine is disinfected after every contact.
- patients should perform hand sanitisation using alcohol gel at reception before leaving.