



• 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

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 can offer a telephone or video consultation with your consultant if you prefer 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. Your consultants secretary will be happy to organise this for you. Standard consultation fees apply
- For cleaning of your ears in the nurse clinics, you will only need to talk to our reception staff prior to attending who will arrange an appointment for you.
- All visits are by appointment only. Please phone or e-mail your consultants secretary to make arrangements.
- We ask you to attend wearing a face covering.
- We are happy to welcome back your friends or relatives who may want to accompany you for your appointment. We ask where possible that you only attend with one other person.
- 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 may need to ask you to wait outside or in your car until your appointment time.
- 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 or taste or has experienced a change in these 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

For more information on all our treatments visit our website www.londonroadclinic.co.uk

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Email reception@londonroadclinic.co.uk

Directors: Mr A Banerjee FRCS. Mr P Conboy FRCS. Mr G Murty FRCS. Mr P Rea FRCS.

What you will find on arrival

- We have limited social distanced seating in the clinic reception. We will limit the numbers of patients in the clinic at one time and you may well be the only one when you are here.
- On arrival your temperature will be taken by an infrared temperature monitor.
- 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 member of staff who greets you.
- You can leave your mobile number with the member of staff who greets you if you are asked to wait in your car, or wait outside until your appointment.

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 helping our patients safely and look forward to seeing you!