

Dear Patients,

We hope that you have all managed to stay well during these unprecedented and difficult times.

As we start to move out of lock down I wanted to give some important information about what we're altering in the practice. These changes are in line with Government, NHS & PHE advice for safe practice, to ensure your health and safety when you come to see us. We will also outline what you can do to help us.

From the 4th of June 2020 we are open to everyone except a small minority who are detailed below.

All patients will be contacted in advance of their visit to us, to check that they are not exhibiting symptoms of Covid 19 (ie temperature/ persistent dry cough and lack of taste or smell). We would also want to find out that you, anyone in your household, or that you've come into close contact with, is self isolating. If you do for any reason exhibit symptoms, you should be isolating until you can have a test for at least 7 days or 14 days if living with someone else.

To reduce exposure time with new patients consultations, we will be endeavouring to take the initial case history, in advance, via online video or if that is not possible, by phone.

We are allowing 20 to 30 mins before and after consultations to clean and air the treatment room. This is also to distance you from any other patient attending the practice. It's therefore important that you arrive at the appointed time for your visit. We have been advised not to have people waiting in the hallway to again reduce exposure time. Your practitioner will come and collect you from outside the practice, so please do not arrive early and knock on the door. You will be able to wait in your car on the forecourt outside or in the porch, if coming on foot or by public transport. Chaperones are of course permitted for a child attending the practice, but we would ask that you do not bring anyone else with you, unless it is essential. Please also limit bringing extra belongings such as shopping bags and rucksacks with you.

As you may be encountering other people on your journey to the practice, we are asking that you wear a mask or face covering during the time you are here. As practitioners, we will be wearing the appropriate PPE to ensure your safety, namely a waterproof mask and gloves. Our clothing will be changed after every patient consultation. We will also be carrying out regular cleaning of our hands before and after each patient. Please use the hand sanitiser provided on entering and leaving the building. The bathroom at the practice can be used and there will be a clean towel provided there for each patient.

We would prefer that any payment for your consultation is done online. We can provide you with our bank details on request. If you wish to pay by cash or

cheque, please ensure this is for the correct amount and the payment is then placed in a sealed envelope.

As ever, please do not attend if you have symptoms of COVID-19 or have experienced symptoms in the past 7 days.

Recent guidance is that age does not necessarily rule you out for seeking hands on treatment.

If you are over 70 and have NO serious underlying health conditions you can come in. Please email or call to ask us if you are unsure.

I hope that you can understand why the changes we've made are necessary and hopefully over the coming months they can start to be eased when it is appropriate.

Thank you to everyone for your ongoing patience while we re-open safely and responsibly.

Regards

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Registered Osteopaths