

### **We are now open and ready to see you once again ...**

Many thanks for bearing with us while we had to temporarily suspend some of our usual services. We hope that you and your family are well following the Coronavirus crisis.

### **We've made some changes ...**

In order to keep you safe and ensure your visit to us is a comfortable and convenient as possible, we have made some changes to the practice.

Full details are listed below but one thing that will never change, is our determination to deliver you fantastic eyecare in a warm and friendly environment.

Please be assured that the health, safety and well being of you, our wonderful patients and our fantastic staff, are paramount.

Please take a few minutes to read the following changes that we have made for your safety, comfort and convenience.



### **Before you arrive ...**

- ✓ Please book your appointment online or by phone
- ✓ Bring a mask (*we have supplies if you don't have one*)
- ✓ Bring your own pen
- ✓ Arrive on time (*not too early*)
- ✓ Come alone (*or you can come with 1 other person*)
- ✓ The optician may call you to discuss any individual needs
- ✓ Bring a complete list of medication and your most recent prescription if you have it



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#### **When you arrive ....**

- ✓ The door will be locked – don't worry we will let you in
- ✓ Your temperature will be taken
- ✓ You will need to sanitise your hands
- ✓ You will need to put on your mask
- ✓ You may need to put on gloves
- ✓ We will ensure you have social distancing
- ✓ We have placed some dividing screens in various areas
- ✓ Our practice staff will be wearing PPE
- ✓ All spectacle frames are fully sanitised between use

#### **After Care ...**

- ✓ We will book an appointment for you
- ✓ We can post your spectacles to you
- ✓ We can arrange a home visit if preferred

#### **Our new extra cleaning regime includes ...**

- ✓ Deep cleaning of practice daily
- ✓ All equipment sanitised between patients
- ✓ All spectacle frames triple sanitised
- ✓ Controlled process throughout

Any questions, please just call us and we'd be happy to explain.