



38 HARBORNE ROAD, EDGBASTON, BIRMINGHAM B15 3HE (SAT.NAV. B15 3EB)

IMPORTANT INFORMATION FOR ALL PATIENTS AND VISITORS DURING THE CORONAVIRUS PANDEMIC. **STRICT PROCEDURES ARE IN PLACE FOR ALL PATIENTS AND VISITORS ATTENDING APPOINTMENTS AT THESE PREMISES - PLEASE READ CAREFULLY AS YOU MUST COMPLY WITH THE FOLLOWING INSTRUCTIONS**

1. **ON ARRIVAL** - Arrive **NO EARLIER THAN 10 MINUTES** before your appointment time. No access will be allowed into the building prior to this time. If possible, wait in your car rather than outside the front of house. Press door Buzzer and wait till answered. You will be asked to provide your own name, time of your appointment, name of Doctor/Clinician you are visiting. **LATE ARRIVALS** will miss their appointment and turned away, unless it has been authorised with the Doctor/Physician. **Please do not attend appointment if you have any symptoms of Covid-19 Corona virus. [Check guidance on www.nhs.uk](http://www.nhs.uk).**

2. **WHO CAN ATTEND** - Only the person attending the appointment will be allowed access into the building unless **prior written agreement has been agreed and evidenced**. Access will be refused to any person with you if permission is not granted - **NO EXCEPTIONS**. **Wheelchair users** - please give advanced notice to your Doctor/Clinician or person who made the appointment for you.

3. **INSIDE THE BUILDING** - **Adhere to all Physical Distancing signs and listen to instructions from staff**. Our Duty Receptionist will instruct you where to go and guide you to the consulting room. Staff will be wearing Protective Masks and badges for easy identification. Perspex protection screen on reception and additional ones available upon request for consultation.

4. **WAITING LOUNGE/REFRESHMENTS** - In order to reduce the number of people in our building we have restricted the seating in our Waiting Lounge to accommodate 6-8 individuals. Refreshments are **not** available and you may wish to consider bringing your own bottle of water. Please help us to reduce use of toilet facilities and only ask if absolutely necessary.

5. **QUESTIONNAIRES** - If you have a questionnaire it **MUST BE COMPLETED BEFORE YOUR ATTENDANCE**. Questionnaires cannot be completed whilst you wait to see the Doctor/Clinician. Please notify your Doctor if you have any problems relating to this.
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6. **YOUR CONSULTATION** - Your Doctor/Clinician may request to take your temperature before your consultation takes place. **For any physical examinations** your Doctor/Clinician will be wearing appropriate PPE (Personal Protection equipment). You may also be asked to wear a mask.

7. **SAFETY** - You will be instructed to use Sanitiser upon entering and exiting the building. All areas of the building, including common areas, toilets, handles will be cleaned at regular intervals with Professional medical grade antiseptic.

8. **EXITING THE BUILDING** - There will be a clear one-way system in the building and you will be instructed to exit through the ground floor Fire Exit Door - signs will be in place and our Receptionist will guide you out. **You must not leave via the front entrance.**

THANK YOU FOR YOUR CONSIDERATION