

We are proud to have been able to provide emergency and essential services during the lockdown but are very pleased to announce that we are now able to open our practice to provide you with the professional and friendly service that you would expect.

Appointments will be assessed and booked following Optometry Wales guidelines with priority given to patients experiencing difficulties. As a result of the current guidance, we have implemented changes when you next book your appointment designed with your and our safety in mind.

### **Booking appointments**

- To ensure we can adhere to social distancing rules, access to the practice will be by appointment only.
- When you contact us we will ask you a few questions to see if we can give you the eye care advice you need over the phone.
- In order to aid social distancing, we ask you to attend your appointment alone, unless it is not possible for you to do so. If you need someone to accompany you, please let us know when you book. Children under 16 may be accompanied by 1 adult.

### **Coming into practice**

If you do come to practice for an appointment, we will need you to:

- Wear a face covering while in the practice.
- Sanitise your hands on arrival
- Follow the social distancing rules.

### **Practice changes**

- Practice will be disinfected first thing and periodically throughout the day
- Consulting rooms and communal areas will be disinfected between every patient.
- Our staff will be wearing protective clothing during your visit.
- Where possible we will ask you to pay using contactless methods or by card.
- Our waiting room will no longer have reading materials since these items are difficult to clean and disinfect.
- Access to our toilet facilities will be restricted due to limited staff resources for disinfection.
- If you feel unwell on the day of your appointment please cancel and reschedule your appointment.

### **Proritising appointments.**

The new guidelines mean that we now have longer appointment slots and reduced clinics and we are proritising appointments according to need. We've naturally built up a backlog of people who are now overdue for their routine appointments and we will be getting in touch with everyone in due course. Therefore routine appointments may be slightly delayed. We will also be running the practice with reduced staff and therefore may take longer to return your calls. Please be patient with us.

### **Concerns about your eyesight**

If you have any concerns about your eye health, including any recent changes to your vision, please call our friendly team immediately on 01286 672717. We will be able to advise if a face to face appointment is necessary and when it would be best for you to attend. This applies to all of our patients-including those who are shielding.

Thank you for your continued support.