



With the coronavirus outbreak becoming a growing concern we want to keep you fully informed with the steps that we are taking within our practice. We consider the health and wellbeing of you our valued patient, and of course our staff as the single most important factor.

It would appear that this situation is likely to continue for some time and as such we are working towards continuing to provide you with an environment in which you can be confident your personal eyecare needs are met whilst not compromising your personal safety, or that of our staff

We are following published government guidelines closely, and we of course recommend that you do the same. As this advice is changing regularly you will find the most up to date information here <https://www.nhs.uk/conditions/coronavirus-covid-19/>

As well as meeting government guidelines we are also working within the comprehensive framework and advice that has been laid down by NHS England and our supporting regulatory bodies

Upon review, we have also introduced the following measures to improve your safety:

1. We have made antibacterial hand sanitizer available throughout the practice
2. All staff wash and sanitise their hands between serving patients
3. Mask are available to be worn in the consulting rooms
4. All spectacle frames and other items that come into direct contact with patients or staff are disinfected directly before being re-used or returned to stock
5. All equipment is routinely disinfected
6. We have stopped offering refreshments in re-useable cups (fresh water and tea or coffee will be offered in disposable cups)

All staff are fully aware of their obligation to self-isolate should they feel unwell and regular training and reviews are in place to ensure compliance and understanding.

**What we ask from you is to assist in maintaining a safe environment by postponing your appointment should you feel unwell or should you fall into any of the categories laid down in the advice from NHS England**

We will continue to monitor the situation closely and as it develops, we may need to bring in further steps to protect both you and our staff. These steps could include:

Closing the practice to the general public and making all entry strictly by appointment only so that we can initiate social isolation if required

Home delivery of spectacles could be offered to minimise the need to attend the practice

We can also offer a full eye examination in your own home please should you require it (This of course excludes those who are self-isolating for possible exposure reasons) Please enquire should you require any further detail of any of the above statement

We would like to take this Opportunity to sincerely thank you for the incredible support and loyalty that you've displayed to the practice in the 15 years that we've been open and we look forward to serving you for many years to come.