



# IPS PATIENT PROTOCOL FOR FACE TO FACE APPOINTMENTS

## PLEASE READ THE FOLLOWING INFORMATION CAREFULLY BEFORE ATTENDING

### PRIOR TO YOUR APPOINTMENT

- Payment** Payment for any appointment must be made in advance. No payments for appointments will be taken in the practice.
- Consent** You will receive an email prior to your appointment that will include any consent forms that need completing. These must be completed and returned electronically before your appointment or you will not be able to attend.

### PLEASE BE AWARE YOU MUST NOT ATTEND YOUR APPOINTMENT IF YOU HAVE ANY SYMPTOMS OF COVID-19

#### ON ARRIVAL

- Arrival** Please park in the car park, remain in your car and text **07895 907311** to announce your arrival. Please do not enter the main building unless asked to do so. **This mobile number is ONLY used to announce your arrival. Please call our admin team on 02920547210 for any other enquiry.**
- Entry** You will then receive a text to inform you when the clinician is ready for you and you can come into the practice for your appointment.
- Patient** Where possible we ask that the patient attends alone. We do appreciate this will not be possible in all instances, ie children, but do ask that you do not bring additional siblings or parents unless absolutely necessary.

#### IN THE PRACTICE

- Face Masks** We ask that a face mask is worn for the duration of your time within the clinic. If you do not have a face mask, you can purchase one from reception for £2. You will be able to help yourself to a mask on reception and will have to pay in cash by dropping cash into the cash tin next to the masks.
- Hand Wash** You will be asked to use the hand gel on reception when entering the practice.
- Reception** You will be temperature checked via forehead thermometer at reception. If you have a temperature of 38 or over you will not be able to proceed with your appointment. We ask that you do not wait in reception for any reason if it can be avoided.
- Toilet** We ask that you avoid using the toilet facilities unless absolutely necessary.
- Surfaces** We ask that you try to avoid touching any surfaces unless absolutely necessary.

We understand these are difficult times and thank you in advance for your co-operation in helping keep both patients and staff safe at our practice by adhering to our protocols.

If you would like to discuss any of this further please feel free to get in touch on 02920 547210.

Kindest regards and stay safe,  
The IGP Team

**REMINDER BEFORE ATTENDING**  
***Have you completed your consent***  
***Have you got your mask (or £2)***