

COVID-19 Practice Protocols

17 June 2020

Overview

In line with government guidelines and for the safety of our patients and staff we will be introducing new protocols within the practice with regards to social distancing, hygiene and the use of PPE.

Social Distancing

1. We will continue to offer all Optometrist consultations on a pre-booked appointment system only. Please make appointments over the phone where possible.
2. We will now offer pre-booked appointments for spectacle dispensing, spectacle collections, repairs and adjustments. Please make appointments over the phone where possible.
3. Patients physically attending the practice to book an appointment are requested to enter the practice up to a certain point. If the practice has the maximum number of occupants, enquirers will be asked to wait outside or phone to make their appointment.
4. The number of patient appointments has been reduced to ensure there are no more than 16 people in the premises at any one time.
5. When entering the practice all patients must use the hand sanitiser.
6. Reception waiting areas and communal spaces will be clearly marked out respecting social distance.
7. Please attend appointments on your own.

8. A parent/guardian/carer/translator may attend if needed and will be asked to come into the testing room to allow social distancing from other people waiting.
9. Some review appointments, necessary follow-ups and initial consultations may be provided remotely by telephone or video communications.
10. In the case of an emergency it is understood that social distancing may not be achievable.

Hygiene for Staff and Patients

1. All staff have been advised that if they feel unwell at all to not attend work to create a safe environment for our patients.
2. Patients showing symptoms or if unwell will be asked to contact the practice by telephone to rebook their appointment.
3. We will pre-screen patients by telephone the day before their appointment to establish that they are not symptomatic. Patients will be asked to cancel if they feel unwell at all on the day of their appointment.
4. Patients may be asked not to talk when equipment is being used in close proximity.
5. Consulting rooms and communal areas will be disinfected between every patient and before practice opening, at lunchtime and at the end of the day.
6. All staff will wash their hands/use hand sanitiser between each patient. Staff will follow all hand washing guidelines.
7. Patients will be asked to use hand sanitiser or wear disposable gloves before they select and try on frames. Once a frame is selected all other frames tried on will be sanitised before being returned to display stands.

8. We may ask you to wear personal protective items which may include disposable gloves and masks. We will provide these items for you if required.
9. You are likely to see staff wearing personal protective equipment (PPE). If our staff wear PPE, there may not be a requirement for you to do so too. We may also use clear 'germ-guards' at the reception desk and on testing equipment to protect you.
10. We request that patients attending to collect spectacles or contact lenses pay over the phone in advance of their appointment or use contactless in practice where possible to limit cross contamination.
11. Our waiting room will no longer offer newspapers and magazines, since these items are difficult to clean and disinfect.

These protocols will be reviewed weekly and altered if necessary.