

Newsletter 30 April

Patient safety protocols

I hope that you are coping during this Covid-19 pandemic. These are difficult and unprecedented times for all of us. Due to the lockdown, Old Mutual chose to close their doors at Mutualpark to the general public, and we therefore had to relocate the Practice temporarily (twice).

I am pleased to report that we have now moved into the West Campus Building at Mutualpark, and are working from the gym area.

Access is from the Old Mutual delivery parking area and signage indicating the route via the Greens'cool crèche is in place.

Patient safety protocols:

- Once at the parking area, follow the signs into the West Campus building.
- Please leave handbags & unnecessary personal items in the car.
- It is mandatory for everyone to be wearing a mask.
- On entering the building, Security may provide a sanitizing spray - rub your hands for at least 20 seconds.
- Follow the signs to the gym area, where you will find Reception and sanitizer on the wall on the left.
- Your temperature will be checked on arrival.
- Appointments are scheduled at half-hourly intervals, ensuring social distancing.
- Please be on time for your appointment to avoid overlapping with other patients.
- All surfaces are wiped down between consultations, and I will be wearing PPE at all times.
- We have a well ventilated waiting room area. Should you wish to wait in your car until I am ready to see you, this can be arranged.
- We have a separate consulting area dedicated to patients with respiratory symptoms.
- Our reception desk has protective clear perspex screening panels.
- Payment can be made by credit card with the 'tap' facility, or using SnapScan.
- Staff Covid screening will be done daily (including temperature checks).

I am also available for tele-consulting or video consulting, if preferred.

Yours in health,

house

Dr Louise Wiggins