



COMPLEMENTARY  
HEALTH CENTRE

174 Manor Lane, Lee, London, SE12 8LP

Tel: 020 8297 8887 Email: info@chc-lee.co.uk Web: www.chc-lee.co.uk

## PATIENT INFORMATION LEAFLET- COVID-19

*Thank-you for booking your appointment. We look forward to welcoming you to the Practice!*

**PLEASE READ THIS LEAFLET CAREFULLY** so you understand the new COVID-19 processes BEFORE you arrive at the Practice, and can be reassured on what we are doing to help you stay as safe as possible.

### WHAT TO EXPECT

We have taken a number of **STEPS TO REDUCE THE RISK OF COVID-19 AT OUR PRACTICE**, and changes have been made to help protect you, other patients, our staff, and practitioners.

These include:

- COVID-19 risk assessment has been conducted
- Cleaning, handwashing and hygiene procedures and protocols are in place
- Staff and Practitioners will be wearing Personal Protective Equipment (PPE)
- Clinic rooms will be cleaned before and after each patient
- Patients, staff and practitioners to practice 2m physical distancing wherever possible
- Screen at reception, and cash-free payments only direct to Practitioners
- Adjustments to appointments, patient flow and requirement (please see below)

Due to more stringent infection control measures and processes things will be a bit different, but you should still receive the **same high quality care from our staff and your Practitioners**.

Signs will be displayed and our receptionists are available to help guide you and answer any questions.

### NEW STEPS FOR PATIENTS - HOW YOU CAN HELP KEEP YOURSELF AND OTHERS SAFE

**\* PLEASE DO NOT come to the Practice if you have Coronavirus symptoms<sup>1</sup>, have recently tested positive or should be self-isolating.**

If you are in one of the NHS vulnerable or extremely vulnerable groups, please ensure you follow current government guidelines and talk to your Practitioner before you attend for a face-to-face appointment.

### YOUR APPOINTMENT

Your Practitioner may contact you before you attend the Practice, to make sure a face-to-face appointment is the best option for you. Your contact details will be provided to them for this purpose. A Remote appointment may be offered in lieu of face to face.

### WHEN YOU ARRIVE

1. Please **ARRIVE NO EARLIER THAN 5 MINUTES BEFORE** your appointment  
- If you come too early, you may need to wait outside the Practice, to reduce congestion.
2. You will need to **COMPLETE AND SIGN A COVID-SCREENING QUESTIONNAIRE** on arrival and any New Patient registration.
3. Please adhere to strict **HAND HYGIENE** - please use the hand sanitiser at reception, or the hand washing facilities available.
4. You will need to wear a **FACE MASK** at all times, in line with government guidance. Please make sure the mask covers your nose, mouth and chin, and try not to touch it while it's on. If you need to change your mask, please remove it by the loops to dispose of it, and then clean your hands. If you forget your mask, we can provide you with one in exceptional circumstances.
5. A **MAXIMUM OF 3 PEOPLE ARE ALLOWED IN THE WAITING AREA**, at the designated locations, to help maintain social distancing
6. If the reception area has reached capacity, **PLEASE WAIT OUTSIDE THE PRACTICE BEFORE YOUR APPOINTMENT**
7. Seating is extremely limited to maintain social distance, and may not be available.



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8. Please **ATTEND THE PRACTICE ALONE**, unless you need a carer with you.
9. Please **PLAN YOUR JOURNEY CAREFULLY**, and if you have a car, please wait there until just before your appointment.
10. If you're taking **PUBLIC TRANSPORT** please make sure you are wearing a face covering, in line with national guidance.
11. **IF YOU ARE LATE**, we may not be able to see you, as this might affect other patients' appointments after you, who would then have to wait outside longer than required. We may need you to reschedule your appointment.
12. Our toilet facility is available, but please limit its use and make suitable arrangements before arrival at the Practice

### AFTER YOUR APPOINTMENT

1. If reception has reached capacity, **PLEASE BEAR WITH US** and wait at a safe social distance until the reception area is available.
2. Our receptionists will **BOOK YOUR FOLLOW-UP APPOINTMENT** as soon as they are free.
3. If we have provided you a face mask, please do not go home with it. Take it off using the loops, dispose of it in the pedal bin, and wash or sanitise your hands before you leave.
4. Please note, if requested to do so by NHS Test and Trace, we will pass on your details to them.

We continuously monitor and follow UK Government guidelines<sup>2</sup>. so this patient information may be subject to further updates.

**THANK-YOU FOR YOUR UNDERSTANDING AND ASSISTANCE** with these measures to help keep you and everyone else at CHC as safe as possible.

We look forward to seeing you at the Practice for your appointment soon!

Warm regards,  
Team-CHCLee

### REFERENCES

1. Please follow guidance at <https://www.nhs.uk/conditions/coronavirus-covid-19/>
  - **Please do not attend the Practice** if you have symptoms, recently tested positive or should be self-isolating.
  - *The main symptoms of coronavirus are:*
    - i. **a high temperature** - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
    - ii. **a new, continuous cough** - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
    - iii. **a loss or change to your sense of smell or taste** - this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
2. Further information can be found at <https://www.gov.uk/coronavirus>