

Attending the Practice for Appointments



TUDOR
LODGE
SURGERY

The Clinician who invites you to the practice for an appointment will let you know how to arrive and access the building. The process is based on how to keep patients safe and minimise risks of infection for all parties.

You will be invited to arrive either at the **front door OR the back door** - please read your text confirmation carefully so you understand the instructions

You will receive a text or verbal instruction

Back Door Arrivals

- Arrive on time (being early is as difficult for us to manage as being late!)
- Call the mobile number to let us know you have arrived **07936 025438** (do not text or leave a message on this number or use it for any other reason than to tell us you have arrived)
- Wait by the back door or in your car
- Use hand sanitiser
- Wear a mask (one will be provided if needed)

This method of entry is likely to be used for those with respiratory problems, viral illnesses, shielding or very high risk patients, or those with small children - anyone who would benefit from not being in the waiting area for their protection or the protection of other patients.

Front Door Arrivals

- Arrive on time (being early is as difficult for us to manage as being late!)
- Use the intercom at the front door
- Wear a mask (one will be provided if needed)
- Use the hand sanitiser at the front door
- Use the automatic check in screen if you can
- Take a seat in the waiting room
- We will call you in the usual way through the calling screen on the wall
- Exit out of the back door if you can

This method of entry is likely to be used for the majority of patients, for example those having blood tests or seeing members of the nursing team.

This frees up time for our clinicians which will enable us to see more patients



This is the back door. If asked to wait here, please give space for other people to safely exit the building



This is the intercom



NEVER assume that your illness "can't be Covid". It is absolutely vital that you seek testing urgently if you experience Fever, Cough or loss of taste or smell (through Gov.uk website). You MUST declare any of these symptoms before attending the surgery. Failure to do so puts staff and other patients at great risk.



Arriving on time

Arriving on time has never been more important. You should not arrive more than 2 or 3 minutes before your appointment time. If you are early, you should wait in your car, or outside the building until 2-3 minutes before your appointment time - this is due to the limited seating in our waiting area. Please do not be late, please telephone us if you are going to be late as we may need to rearrange your appointment.

Our Waiting Room

- Our Waiting room is quite small. With strict social distancing in place we can safely seat **3 people**.
- If possible, please do not bring other people with you to your appointment.
- Arriving on time is essential.
- The pharmacy can seat up to 3 people in the far end of the waiting room, waiting for medication (from 10.30am onwards).
- The majority of patients will be asked to arrive at the front door. Please check your text for your instructions.
- **Wherever possible we would like patients to exit out of the back door by the car park** (there are 3 steps, if you can't safely use the steps then of course exit out of the front door)



Collecting Sample Pots and Dropping off Samples

- Sample pots can be collected from just inside the front door. Press the intercom and a Receptionist will let you in to collect the appropriate pot (we do not accept samples not in specified containers).
- When you drop your sample off you will be asked to leave it in one of the drawers at the front door.
- You must fill in the details on the form which will be in the sample pack
- Samples must be handed in by 3pm (except in exceptional circumstances)
- Only bring a sample in if asked to do so by one of the health care team



Wheelchair users or those with limited mobility should ALWAYS arrive at the front door



Always wear a mask when attending. If you do not have one we will provide you with one.



Hand Sanitiser will be freely available at all entrances and outside all consulting rooms - please use it.



Do not attend the surgery unless you have an appointment, a sample to drop off or medication to collect. Please continue to use the phone, email or AskMyGP for all of your queries - this is much safer for you!