



Since the start of the pandemic, we've focused on ensuring all our patients can get access to Primary Health Care through our full telephone triage system. You will **only** be asked to attend the surgery by a clinician. Our safety measures are there to protect you and our surgery staff, as we all follow Welsh Government guidance. However, there is still some confusion and we would like to reiterate what we are doing:

- **You will be asked some basic questions before entering the practice**

In order to minimise risk, our doors are closed. Before entering the surgery you will be asked if you or anyone in your household has COVID19 symptoms, or if you, or any household member has had a recent COVID19 test and awaiting a result. This is to enable us to isolate you in a separate room away from the main waiting area, if this is the case.

- **It's a legal requirement to wear a face covering in all public buildings this includes GP Surgeries.**

To protect our staff and patients, our front doors are closed and we won't let anyone into who is not wearing a face covering, unless they're exempt in line with Welsh Government guidance. Please also make sure that you wear your face covering correctly, by covering your mouth and your nose.

- **If asked to attend the surgery by a clinician, please attend alone.**

Please attend the surgery alone unless you have a carer, or have children that cannot be looked after by another person. We also encourage you nominate a pharmacy, so that your prescription can be collected by the pharmacy avoiding high volumes of patients attending the surgery. You can complete a form on our website <https://www.westquaymedicalcentre.co.uk/nominate-a-pharmacy-form>

- **Follow the - One Way System**

We continue to limit the number of people in our surgery waiting room and we have a 'one-in, one-out' system in place to ensure social distancing.

- **Make sure you Hand Sanitise**

We have hand sanitising stations outside the building and you'll find plenty of hand sanitiser inside the surgery.

- **Thank you for your continued Support**

We're really grateful for your support in following all the guidelines, which help to protect you and our practice staff. We recognise that these measures are difficult for everyone, but our practice staff are here to help. They're working very hard in difficult circumstances to make sure everyone can get the primary health care they need, **so please be kind, patient and respectful.**

**Thank you for helping us all to look after each other, and stay safe!**