



# Covid-19 and patient safety



We have made some changes to our practice so that you can safely and confidently benefit from our services

When you arrive you will be shown to an area where you can wash your hands and the new hygiene and safety procedures will be explained to you.

There are social distancing measures in the communal areas.

Your acupuncturist may be wearing some form of Personal Protection Equipment (PPE) and you may be asked to wear a protective mask. Even if you have not been asked to wear a mask, please bring your own.

## Visitors are asked to please

- arrive at your appointment on time (not early or late)
- follow all advice displayed
- leave accessory items (bags and coats) in the car, or travel with as little as possible
- not to bring friends or family for your appointment unless a chaperone, parent or carer is required
- try to pay by contactless card or online (if available); we are encouraging cashless payments

If you, or anyone in your household are experiencing any of the following symptoms, we politely ask that you **do not** attend your appointment:

- high temperature
- new continuous cough
- loss of smell or taste

Thank you for your patience and understanding