

PATIENT COVID-19 UPDATE

YOUR GUIDE TO THE
'NEW NORMAL' PATIENT JOURNEY



During lockdown we have been working tirelessly to ensure the practice is ready for our return to work on JULY 1ST 2020.

We think it's important to inform you of the changes that have been made within the practice in accordance to the current **Welsh Government Guidelines**. Things are going to be very different to how you would normally expect & we want you to be prepared for these changes. This summary will include everything you need to know, in order to make you feel as **comfortable & calm** as we possibly can, when you return to us!

Q: WILL IT BE BUSINESS AS USUAL?

We will be **extremely limited** on the types of procedures we can offer you, as there will be many changes that we will have to adjust to.



But not to fret, we can still carry out all routine exams, basic treatment & help those who are in pain.

Q: WHEN CAN I BE SEEN?



We will first need to prioritise those who have suffered **pain/problems** during the lockdown period & patients with **outstanding treatment**.

We promise we will get round to you, but **please be patient with us!**

We really appreciate your support.

Q: WILL IT BE SAFE?

Here at **PPDP** our main priority has **always** been the health & safety of both our staff & patients. We have always prided ourselves on keeping our surgeries **immaculately clean & safe**. But of course we have taken extra steps to ensure **maximum safety!**



Q: WILL THE PRACTICE LOOK DIFFERENT?

There will be changes to the practice layout that you will have to adhere to including our new **social distancing measures!** 

We may be wearing more PPE than usual. But don't worry... it's still the same friendly faces behind the masks!



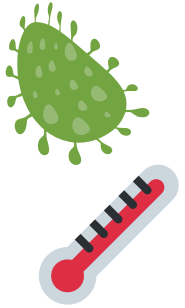
WE'LL CALL YOU

We ask that you please contact us following the current lockdown procedure via our email reception@parkplacental.com. We will then contact you via phone to triage the problem & arrange an appointment for an appropriate clinic date. Please ensure we have your correct contact details & **update us** if necessary!



DON'T BE ALARMED

We will be checking the temperature of each patient when they arrive & will ask you to confirm with us if **you or any of your household members** have any of the current **COVID-19 symptoms**. If we do not deem that you are fit to attend that day then you will not be allowed to enter the practice & we will have to rearrange.



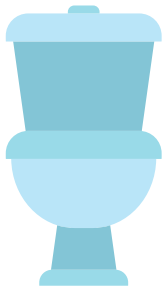
PLEASE KEEP SAFE

We ask that you **respect others & maintain a safe distance** at all times. We will direct you to an appropriate seat in the waiting area. We request that you **sanitise your hands** before entering the practice & when leaving the surgery after your treatment. These rules are non-negotiable & are there to **protect you & others!**



PLEASE BE PREPARED

Unfortunately our facilities may be **temporarily unavailable** for patient use until it is deemed safe. Remember when you were young & you wish you'd listened to your mother when she told you to visit the loo before you went on that long drive? **Please don't make that same mistake.**



NO EXCESS BAGGAGE

We are **not referring to the kids**. However, **ONLY** the patient attending will be permitted to wait inside the practice (children & those who require care will be allowed **one adult**) & we ask that you **DO NOT** bring any non-essential items. **ONE** small bag & coat will be permitted. Pushchairs will be kept in the corridor outside the practice,



If you would like further information on what to expect on your next visit to Park Place, please enjoy this video our team members have created...