

Patient Attendance Instructions

These instructions are designed to ensure the safety of our patients and our staff.

Before Attending the Practice

Attendance is by appointment only. To make an appointment or for advice, please call our reception team on 0141-641-0001.

To protect both staff and patients, patients attending without an appointment will not be admitted under any circumstances.

Our reception team will screen all patients requiring to attend the practice for symptoms of COVID-19. Please answer honestly and fully.

Patients should attend on their own. For children and other patients who require to be accompanied, reception should be advised of the companions name. Only one person should accompany the patient.

Please attend no earlier than 5 minutes prior to your appointment.

Please visit the toilet before attending. The patient toilet will be out of use apart from in an urgent situation or for patients to handwash if they are unable to use hand sanitiser.

Please bring the minimum amount of personal belongings possible.

On Arrival At The Practice

There is now a controlled entry video intercom system placed at the bottom of the entrance stairwell. Please press the buzzer to contact reception and follow the instructions given, including on using the hand sanitisers placed at the top of the stairwell. If a patient is using the stairs to exit the building then please give way to them and allow appropriate social distancing for them to exit safely. You may be asked to wait a moment by reception to allow patients entering the stairwell at the top to exit.

Whilst In The Practice

On entering the main practice building, follow the instructions of any signage, floor signage or staff member as appropriate.

You may be escorted to the surgery immediately or to the socially distanced waiting room where you will be advised where to sit.

The practice internal doors will be left open and the practice set up to minimise any surface contact. A surface decontamination and cleaning schedule is in place throughout the practice. Please do not touch any surfaces unless unavoidable.

All staff members outwith reception (who are now behind a glass screen) will be wearing masks in the building at all times. If you have your own mask or face covering we will require you to wear it unless you have a valid reason not to. Due to limitations on PPE supplies we are not able to supply patients with a mask.

All payments will now preferably be contactless and we are no longer able to accept cash unless unavoidable. If pin entry is required, the payment terminal will be sanitised afterwards.

As mentioned previously, please advise reception if you require to use the patient toilet.

On Exiting The Practice

Please check with reception that no one is coming up the stairs. Follow the instructions of staff and if a patient is using the stairs to enter the building then please give way to them and allow appropriate social distancing for them to enter safely.

Sanitise your hands prior to exiting. The door release at the bottom of the stairs and the door itself can be opened by using arms and shoulders rather than hands.