

Patient Attendance Procedure

The purpose of this document is to help practices plan the patient journey from the moment the patient arrives outside of the practice to the point where they exit the building. Familiarisation with this procedure will allow the practice to communicate with patients, set expectations regarding the patient journey and reduce the risk of transmission within the practice environment.

- Patients will be advised on booking of their appointment, where to locate the respiratory screening questions and that if they develop any symptoms, to contact the practice immediately
- Upon arrival, patients will be screened using the standard respiratory illness screening questions and if now categorised in the respiratory pathway and their treatment cannot not be deferred, they will be referred to an appropriate centre.
- Respiratory pathway patients should use the toilet before attending the practice
- Respiratory pathway patients should bring their own pen
- The patient should attend alone wherever possible or with one other person if absolutely necessary
- Non-respiratory patients are asked to wear at least a simple face covering when they attend, though this is not compulsory
- Respiratory patients are asked to wear surgical facemasks (Type II or Type IIR) (where clinically tolerated) which is provided if necessary
- If the patient requires a chaperone, they should be advised of the practice policy on chaperones
- The patient should use hand sanitiser and put on a disposable mask when entering the building from the PPE station inside the front door
- Once entering the surgery, the patient is asked to retain their face mask (if provided) until the end of the appointment

