

Covid-19 Pandemic Information – Spring 2022

As an essential service Donners has remained open throughout the Covid-19 crisis, in the earlier 'hard' lockdowns just offering urgent and essential care, but we are now able to offer face-to face care for eye examinations and contact lens aftercare appointments, including routine appointments where there is capacity.

If you are simply overdue for your regular check-up, then we appreciate your patience if we need to delay your appointment as urgent eye problems have to take priority during this time.

In the interest of public health and the protection of our staff and patients, we have introduced social distancing, hygiene and PPE processes in all of our practices and have conducted risk assessments to ensure that we meet the COVID-19 Secure Certification as set out by the government. With safety in mind, there are new steps that we will be taking to protect you and our staff when you come to the practice.

- You are politely requested to bring and wear a face-mask or face-covering when you visit, unless you are exempt.
- The day before your appointment you will receive a call or text to remind you only to attend if you are symptom free. We ask that if you develop symptoms subsequent to this that you ring us to reschedule.
- Please arrive at the practice as near to your appointment time as possible as our waiting areas have limited capacity.
- Upon entry to the practice, we politely request you sanitise your hands with the alcohol gel provided.
- You will find changes within the practice such as protective screens and distance markers.
- All of our staff will be wearing fluid resistant face masks for your protection and during your appointment and when we are in close proximity with you, our staff may be wearing additional PPE which may include aprons, gloves and breath shields.
- All of our frames are sanitised and any frames that have been handled will be removed for sanitisation before they are returned to the display.

Please bear with us, as we have to ensure the safety of all our patients and staff. The nature of our service is such that we are in regular, close proximity with patients within the social distancing recommendation so we need to ensure we protect everyone in the best way possible.

We understand that these changes are not ideal, and we are trying to make this an easy process for all. We aim to give you the service you deserve whilst keeping everyone safe at the same time.

Thank you for your understanding and your loyal support.