

Thorpe Bay Surgery

Face Covering Policy

Version:	Review date:	Edited by:	Approved by:	Comments:
V.1	January 2022	Practice Manager	Haroon Siddique	

This policy has been created to ensure that all our patients and staff are kept safe when attending the Practice.

- When a patient makes an appointment, they must be reminded to wear a face covering when attending the practice. If they state at this point that they are exempt or refuse to wear a face covering, they will be offered an initial telephone triage appointment; the clinician will then decide whether a face-to-face appointment is needed and if so, the patient will be offered an appointment at the end of either the morning or afternoon session and informed that they may have to wait outside until the clinician is ready to see them.
- If at the time of booking, it is evident that a face-to-face appointment is necessary but the patient states they are exempt or refuse to wear a face mask or shield, an appointment should be booked at the end of either the morning or afternoon session and the patient informed that they may have to wait outside until the clinician is ready to see them. It should be noted on the appointment details if a patient refuses to wear a mask or shield, so that the clinician is aware.
- The door to the waiting room will be kept locked. If a patient has a face-to-face appointment and attends with a face covering, a member of the reception staff will let the patient into the waiting room. If a patient attends without a face covering, reception will offer the patient a face mask or shield. If a patient still refuses to wear a face covering or are exempt, they will either be asked to wait outside until the clinician is able to see them or they will be asked to return at the end of the morning or afternoon session, whichever is more appropriate at the time and taking into consideration the individual circumstances of the attending patient.

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- An SMS message will be sent to all patients that have an appointment booked for that day to remind them that if they have a face-to-face appointment, a face covering will need to be worn when attending the practice.
- At no time will a patient be refused an appointment.
- the above guidelines have been made to protect both staff and anyone that enters the practice.