

November 3<sup>rd</sup> 2020

As an essential service Rawlings has remained open throughout the crisis, offering urgent and essential care.

We are very happy to advise that we can still offer face-to-face care for eye examinations and contact lens aftercare appointments during the November/December lockdown.

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-10 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.

- We ask that you attend the appointment alone, unless you need to have a parent or carer present. If you do, then we ask that this be limited to one person only.
- You will be required to bring and wear a face-mask or face-covering when you visit.
- The day before your appointment you will receive a call to check that you are symptom free. We ask that if you develop symptoms subsequent to this call 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, you will be provided with alcohol hand-gel to sanitise your hands.
- 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 will be wearing full PPE which will include fluid-resistant face masks, aprons, gloves and breath shields. Whilst this may look intimidating it is for your protection and is a requirement since we are within the social distance rules.
- We are no longer allowing un-assisted browsing of our frames and our Opticians will help you throughout the process. 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.
- We will also be adjusting your frame for a perfect fit at the time of dispensing to reduce the need for further close proximity when you come to collect them.
- All areas which you visit will be sanitised before and after every appointment

Please bear with us, as we have to ensure the safety of all our patients and staff. Whilst many retail environments will be closing down, unlike them, we are defined as an essential service. The nature of the 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.

Richard Rawling FBDO CL  
Managing Director