



Coronavirus, COVID-19  
5<sup>th</sup> May 2020

In response to the coronavirus, it is essential for all individuals and businesses to take appropriate actions to try to limit the spread of infection and especially to protect the most vulnerable. In the interest of public health, opticians are all temporarily now operating a 'closed door' policy.

- We are booking telephone consultations for urgent advice, and to triage for face to face appointments.
- Collection of glasses and contact lenses will also be appointment only at the door to minimise risk to both our patients and staff.
- We have secured a supply of PPE and thus can offer the high level of safety for our patients and staff required if you are assessed as needing to be seen face to face.
- In addition, appointments are spaced out to allow adequate time for disinfection between patients and to limit the number of people in the practice at any one time.
- A Covid-19 risk assessment questionnaire will be carried out on the day of your appointment for extra reassurance, as we will confirm on the day that your optometrist is fit and well.
- We kindly request that you bring a face covering for your appointment.
- Hand gel is available for you to use during your visit.

Our Optometrists can have a detailed discussion by phone with you, Monday to Saturday 8.30-5.30, just email us at [info@rawlingsopticians.co.uk](mailto:info@rawlingsopticians.co.uk) or ring your local branch Monday to Friday 8.30-4.00 and if we cannot resolve your issue over the phone we can direct you to the appropriate help.

**At weekends, on Bank Holidays, or out of hours you can call 111 for advice, or look on our website branch pages for local eye casualty information.**

We are here if you need us but we urge everyone to stay safe above all else.