

Coronavirus COVID-19 Statement

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 now offer face-to-face care for eye examinations and contact lens aftercare appointments for any patients who are having difficulties as well as for all urgent problems.

This service is available by appointment only.

If you are simply overdue for your regular check-up, then we appreciate your patience as we are gradually able to extend our services as the lockdown and social distancing rules are relaxed.

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.

- When you book your appointment you will be sent a pre-examination questionnaire for completion and return. This will help reduce the time you will spend in the practice with others
- 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.
- On the day of the appointment you will receive a call from your Optician to check that you remain symptom free and to discuss the information you have given, your vision and the frame and lenses that you are considering. This will help us prepare everything in advance to reduce the amount of time that you need to spend in close proximity with others and keep you safe.
- We ask that you arrive at the practice as near to your appointment time as possible as we may be unable to allow you in to the practice until others have left. It may also be useful to ensure that we have your mobile number so that we can call you when we are ready to see you.
- 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 2m 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

Anyone who is displaying any symptoms whatsoever should self-isolate and contact the practice immediately to re-schedule their appointment.

We are opening up a very limited number of clinics initially and we hope this will increase over the coming weeks. We are expecting a very high demand for these appointments and if we are unable to book you in immediately, we will put you on the waiting list and contact you as soon as new clinics are added.

Please bear with us, as we have to ensure the safety of all our patients with appointments taking longer and the need for fewer people in the practice than previously. Whilst many retail environments will be opening up, unlike them, we are in regular, close proximity with patients within the 2m social distancing recommendation so 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 a much easier process for all. However, we want to keep giving our customers the service you deserve whilst keeping everyone safe at the same time.

Thank you for your understanding and your loyal support and look forward to welcoming you to the practice as soon as we can.

Richard Rawling FBDO CL
Managing Director