

# Fleet Medical Centre

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## Urgent communication to ALL of our patients and visitors

Thank you for your patience while Fleet Medical Centre has adapted to the demands of the COVID pandemic. We have followed NHS guidelines and government policy as the pandemic has progressed. We have remained open and visible and available thorough this difficult period.

In light of recent government changes to the guidelines, we are instigating the following procedures with immediate effect:

- ALL patients and visitors are to wear masks or a face covering unless written evidence of exception can be provided
- The "self check-in" screen will be turned off for the next few weeks to help our staff manage the flow of patient traffic into our facility. ALL patients and visitors will need to check in at the reception desk observing social distancing while in a queue
- The waiting room chairs will be reduced slightly to ensure no more than 10 patients use that area at any one time. Patients may be asked to use seating in our corridors or outside in our under-cover shelter or remain in their vehicles where appropriate
- We ask that patients and visitors do NOT arrive too early for face-to-face appointments to limit the number of people inside our facility at any one time
- Make sure you use our hand sanitisers on arrival and departure

Communication is key and we will update you again when the guidance changes. We hope that this will be a short term situation.

PLEASE make sure you receive both of your COVID vaccinations and accept the offer of booster jabs as soon as you become eligible.

Vaccinations, combined with infection control measures are the main tools available to us to ensure that this pandemic is kept under control.

Thank you for your cooperation and support during these difficult times and may we take this opportunity to wish all of our patients a merry Christmas and a healthy and safe new year in 2022.