

Face Mask Exemption

Face masks still need to be worn in NHS premises however, we understand that not everyone can wear a face mask/covering. If you are exempt from wearing a face mask/covering please let us know when you are booking an appointment. Some of our staff are vulnerable and we need to check that they will be happy to see you without a face mask before we book you in. We may need to call you back to confirm a date and time for some types of appointments.

If you are exempt from wearing a face mask we may also do any of the following:

- We may ask if you are able to wear a face shield instead of a mask. We have face shields available and some patients find these less restrictive than face masks/coverings and are able to tolerate wearing them.
- If you come into the surgery with a routine query that does not need to be dealt with face to face, we may ask you to call us instead to reduce the amount of time you are in the waiting room/at the reception desk.
- If you need to speak to a member of the reception team face to face, we may ask you to wait in the foyer area near the front door and a member of staff will come and help you with your query there instead of at the reception desk.
- If you have a face to face appointment, we may ask you to wait outside or in your car when you arrive and then call you when the clinician is ready for you to reduce your waiting time in the surgery.

How can you help?

- Please call us initially with any queries that you have. If we need you to come into the surgery we can give you clear instructions on what to do.
- Wear an exemption lanyard if you have one. This makes it clear to staff that you are exempt from wearing a face mask.

We have a small waiting room and at times can struggle to maintain social distancing. These small adjustments mean that we are still able to help you with any query that you have but will also reduce the amount of unnecessary time you are in the waiting room. At times we have vulnerable and very unwell patients in the waiting room who are at high risk if they contract COVID19. We have put these measures in place to protect those patients. We hope that these small changes can make everyone feel safe coming to the surgery.

Thank you.