

Welcome back!

We are delighted to be able to welcome you back to Higham Eye Care but wanted to let you know that we may look & do things a bit differently over the next few weeks & months.

Our top priority is the safety of our patients and our team, so the changes are there in order to take the very best care of you.

We do appreciate that you may find the arrangements unusual and will probably need some time to adapt- you are not alone! So, here is some guidance.....

- Some of your appointment may be completed in advance over the phone with your optometrist, Hannah or Tricia. This is to reduce the amount of time that you have to spend in the practice.
- *When you arrive please:*
 - Use the hand sanitiser as you enter the practice & maintain social distancing wherever possible
 - Attend with a face mask/covering as a lot of the examination is within 2metres
 - Wherever possible attend your appointment on your own. If you do need help, let us know & we can discuss your options
 - Come to us before you do any shopping – lots of bags will make our work to keep the practice clean & safe a lot harder
- *In the consulting room:*
 - We will be reducing the periods of time spent in closer contact to you to minimise risks
 - We will be wearing PPE – face mask, face shield, gloves, apron as appropriate
 - Many of you will be delighted to know that we will not be using the 'puff of air' test to check your eye pressure. We have a new method which does not cause aerosol droplets to be produced
 - All surfaces & equipment will be cleaned/disinfected between patients
- *Choosing frames:*
 - Please use the hand sanitiser before trying on frames
 - Ask us to pass you the frames that you would like to try
 - Once you have tried a frame, pass it back to us rather than put it back on display
 - Each frame will be sanitised before going back on display
 - Remember to try to maintain a safe separation when browsing
- *Other info:*
 - Just for now, please do not arrive early for your appointment as there is not a waiting area
 - The toilet is closed & refreshments will not be available
 - Wherever possible, please pay with a card. The terminal will be cleaned after each use

Please do not attend the practice if you or someone in your household is feeling unwell.

We hope that this information provides you with some peace of mind when attending for your appointment.

We look forward to welcoming you back!

Hannah, Tricia, John, Janice & Claire