



In order to protect yourself and help us to protect other Patients, Service Providers and Staff, it is very important that you comply with the following guidance when attending any pre-booked face-to-face appointments at Waters Green Medical Centre.

1. You **MUST** wear a face covering (or face mask).
2. You **MUST** contact your Surgery or the relevant Service, if you develop **ANY** potential COVID 19 symptoms in advance of your appointment.
3. If you are driving to the Medical Centre, please park on car deck 1 or 2 **ONLY** and remain in your car until a member of staff calls you on your mobile to invite you to come in. Please access the 1st / 2nd floor using the lifts or staircase from the ground floor **ONLY**.
4. If you are attending the Medical Centre on foot or by public transport, please access the building via Sunderland Street **ONLY** and arrive exactly on time to support social distancing measures in place across the building and within our Reception areas. Please access the 1st / 2nd floor using the lifts staircase from the ground floor **ONLY**.
5. Please attend your appointment **ALONE** unless for reasons of mobility / capacity / bringing a child under the age of 13. **ALL** those attending should **ALWAYS** wear a face covering.
6. Finally, please **ONLY** attend your Practice or the Medical Centre if you have a pre-booked face-to-face appointment. If you have an urgent problem, please stay at home and call your Surgery or NHS 111. Your Surgery will advise you **IF** you need to attend the Medical Centre (and which zone you must go to). In case of emergency, please call 999.

Thank you for your cooperation.