Dear Patients,

As a result of the COVID-19 Pandemic please be aware of the following guidelines that will be in place during your attendance to ensure strong infection control and to protect patients and staff.

**IMPORTANT – *Face coverings must be worn at all times (unless there is a legitimate medical reason), additionally should you develop symptoms suggestive of COVID-19 ,please in the interests of safety for all, cancel your appointment and do not attempt to attend the Surgery.***

***Please note that we will be proactively telephoning eligible patients to book in flu vaccinations as well as opportunistically by our clinicians. Should we be unable to contact such patients initially our administrative team will follow up with a call or mail later in the season.***

***Please be aware that flu vaccinations for Victoria Cross Surgery patients will be carried out at our sister site Eldene Health Centre as it is on one level and lends itself better for the purposes of maintaining robust infection control via a one way system and strict social distancing.***

• It is important that you arrive for your appointment on time, please also be mindful that we are predicting longer queues this year and there is the possibility you may have to wait outside.

• A member of our team will invite you into the Surgery when it is time for your flu vaccination and will be checking appointment times, ID, whether a mask is worn etc. They will also direct patients to the appropriate entrances and rooms.

• In the interests of both time and infection control we politely request that you are wearing clothing which you are able to remove easily in readiness for your vaccination.

• Strict social distancing must be maintained at all times within the Surgery to ensure the protection of all patients and staff.

• Please be aware ***that the flu clinic is for flu vaccinations only*** – clinicians will not be discussing other medical matters and appointments would need to be booked for these in the usual way with our reception team during normal Surgery hours if required.

• Once your vaccination is complete you will be directed out of the appropriate exit by one of our reception team to ensure that a ‘one way system’ is maintained which will help to better support infection control/social distancing.