

Our Commitment to COVID-19 Safe Practices

At DOCTORnow it is our practice to protect our patients and ensure that we are doing everything we can to ensure we provide a safe environment. During these unprecedented times we have put several procedures in place to protect both our staff and patients who need to attend the surgery.

Our Appointments

We will be offering video or telephone consults wherever possible. When calling the surgery, you will be asked if you would like a video or telephone consultation. All payments will be made up front, as much as possible, to limit transactions in the building. If after your remote consultation, the doctor feels it is important to see you face to face, this can then be arranged. PAYG patients will not be charged a second time if the doctor feels that you need to attend the surgery to be seen face to face.

We fully appreciate that it is not always appropriate to be seen remotely by a doctor. However, we would ask that you understand this is not only for your protection, but also for the staff who are maintaining an important service to our patients – we would ask for your understanding during this difficult time as we attempt to keep as few people as possible in the building at this time.

Attending the Surgery

When attending the surgery, you should come into the car park no more than 10 minutes before your appointment. On arrival you should call reception. You will then be asked a series of questions to ensure you are without COVID symptoms. You should provide a mobile number to reception at this time, and then wait in your car until the doctor or nurse calls you in to the building. Please wait at the door once you are called and your doctor will come out to meet you.

In preparation for your consultation our doctors are wiping down chairs and door handles in between seeing each patient.

On entering the building, you will be offered the use of hand sanitizer at the door which our doctors will also use at this time. Please be aware that each of our doctors and nurses will routinely use gloves, masks and aprons or gowns during your consultation. Use of your own face covering is required, unless you have breathing difficulties or have young children under the age of 11 years. If wearing protective clothing prohibits the doctor conducting a specific procedure this will be discussed with you beforehand.

Following your consultation, the doctor will take you to the front door to ensure your safe exit from the building.
