

Keeping our patients & staff safe during the Covid-19 pandemic

We want to reassure you that we are committed to delivering outstanding eyecare to the elderly and housebound, whilst adhering to the highest safety standards and NHS guidelines.

What you can expect from us



TRIAGE

We will work remotely where possible. Prior to conducting a sight test we will discuss the patient's eye health concerns over the telephone. This call will enable us to risk assess the situation. If required we will arrange for our optician to visit.



PPE

We comply with GOC (General Optical Council) and NHS guidelines on all visits. Infection control is paramount. Our staff will wear disposable gloves, disposable aprons, fluid repellent surgical masks and a visor on all visits.



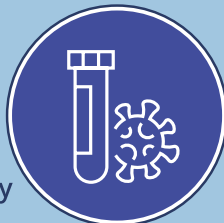
SOCIAL DISTANCING

We will use the safest entrance and exit routes. This includes the use of parking spaces and eye test areas to avoid all unnecessary contact.



STAFFING

Where appropriate only one member of staff will visit. We will also ensure that our team are regularly tested for COVID-19 and we will inform you of any positive results immediately.



SANITISATION

All our testing equipment and trial spectacle frames will be sanitised between every eye test.



As health care partners we would appreciate it if you could...

RISK ASSESS:

- Tell us the safest entrance and exit points
- Use rigorous infection control for test areas
- Wear appropriate PPE
- Tell us the optimum time to come
- Tell us where to leave any necessary paperwork.

REASSURE:

Please reassure yourself of the need for our visit due to an eye health concern. You have our assurance that we will carry out the eye test in a safe and professional manner.

REACH OUT:

Please do not feel worried about contacting us if you have any concerns. We can talk you through everything.

Delivering exceptional eyecare at home

Call our friendly team on **020 8998 4228**

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 **OPTICALL**
Mobile Opticians