

Visiting The Good Skin Company

We are working hard to keep you safe. The wellbeing and satisfaction of our patients is of the utmost importance to us. As such, we have put strong processes in place to ensure your visit is safe.

- All our clinical staff will be regularly screened for COVID-19.
- Any member of staff who develops symptoms or tests positive for the disease (or if someone they live with develops symptoms or tests positive), will not be permitted to enter the clinic.
- Our staff will be wearing appropriate personal protection equipment (PPE), including masks, eye protection and gloves.

Your experience may feel a little different to previous times, but your treatment outcome will be of the highest quality as always and all our staff will ensure your visit is an enjoyable one, nonetheless.

Despite the fact that progress has been made in reducing the number of COVID-19 infections in the UK, when you next come to The Good Skin Company the virus will most likely still be present in our local communities to varying degrees. To reduce the overall risks and limit your time spent in the clinic as much as possible, we will ensure where possible that most of the information we require is obtained ahead of your face to face appointment. In addition, where possible we will provide you with the necessary information and advice ahead of your visit.

- If you, or anyone who lives with you, have symptoms related to COVID-19, please do not come to the clinic. These symptoms primarily include a dry cough and/or a temperature of 37.8°C or more. Other symptoms of the disease are less frequent but may affect you.

These include a loss of the sense of taste or smell, fatigue, confusion, sore throat, vomiting and diarrhoea. However, we recommend that you inform your practitioner at the earliest opportunity if you develop ANY symptoms of feeling unwell.

- If you, your partner, or other person who lives with you, tests positive for COVID-19 on a PCR (Antigen) test, even if asymptomatic, please do not come to the clinic. The PCR test is the one in which swabs are taken from your mouth and nose.
- When visiting our clinic, we would ask you to arrive no earlier than 5 minutes before your appointment time. Because of these new procedures in place, we may not be able to accommodate patients who arrive later than agreed. Should you arrive earlier you will be asked to wait outside, until it is time for your appointment.
- Patients attending the clinic in person will be required to follow social distancing rules and whenever possible to keep the 2 metres recommended distance. We will have markings on the floor to assist you and signage throughout the clinic.
- To ensure the safety of everyone in the clinic, patients will be asked to come alone and for any accompanying person to wait outside. Should you need a

person with you – for translation, mobility needs and similar – please confirm it at the time of your booking.

- Hand sanitisers will be available for you to use upon entry, both before entering the consultation room and on departure.
- Patients will be asked to wear masks when appropriate. If you wish to wear a mask, we can provide one at the clinic.
- Unfortunately, there will be no access to the waiting room and refreshments area, where previously our patients would have relaxed or made use of the Wi-Fi before being seen by their Medical Practitioner or Medical Aesthetician. This measure is necessary at this stage and will be reinstated only when it is safe to do so.

COVID-19 FAQs

How do I book an appointment before you re-open?

To make an appointment for a consultation at The Good Skin Company please call 0845 257 4488, email info@thegoodskincompany.com or use our [online contact form](#).

What safety measures do you have in place for when I visit a clinic?

The Good Skin Company has a series of bespoke safety measures in place to protect patients and our staff whilst attending our clinics.

- We will be restricting clinic access to our patients only;
- Please arrive no more than 5 minutes outside your agreed designated appointment time to enable us to effectively manage the number of patients in the clinic at any one time.
- We will be spacing our treatments and appointment times in accordance with social distancing guidelines.
- Screening of both our staff and patients to test for symptoms indicating the presence of coronavirus will take place on arrival.
- Hand sanitiser gel points will be available including on entry to the clinic and before entering one of the consultation rooms.
- Masks will be available for you where appropriate and will also be worn by all staff you may encounter whilst attending the clinic.
- Robust cleaning schedules will be in place for all contact points to include door handles, light switches, toilets and other surfaces and areas.

- Our medical practitioners and administration team will adhere to the use of appropriate personal protective equipment (PPE), particularly when undertaking any patient examinations and / or tests.
- We will ask you to observe the 2-metre distance rule where possible and ask for credit card payments only.

Please note that this list is not exhaustive.

What happens if I develop symptoms close to my appointment or procedure?

- If you, or anyone who lives with you, have symptoms related to COVID-19, please do not come to the clinic. These symptoms primarily include a dry cough and/or a temperature of 37.8°C or higher. Other symptoms of the disease are less frequent but may affect you. These include a loss of the sense of taste or smell, fatigue, confusion, sore throat, vomiting and diarrhoea. However, we recommend that you inform a member of our reception team at the earliest opportunity if you develop ANY symptoms of feeling unwell.

Is it safe to have Dermal Fillers and wrinkle relaxing injections following COVID-19?

We have put in place strict infection prevention protocols to keep you safe during your dermal filler and wrinkle relaxing injectable treatments. The risks of any treatment you decide to have will be thoroughly explained during your appointment by your treating medical practitioner. Even on the day of treatment, if we think it's in the best interest that you defer your appointment, we will advise you of this along with the rationale for reaching this decision. Safety is paramount.