COVID-19 Update

Updated 24 February 2021

Temporary opening hours

Aberystwyth - 9:00 - 17:00 Monday - Saturday

Aberaeron – 9:00 – 16:30 Tuesday - Thursday

Machynlleth - closed for now

Please ring from home before leaving, as all visits are on an appointment basis - including minor adjustments

If you call our Mach branch you will be transferred to our staff in Aberystwyth who will be happy to help.

Eye Care

Please ring us if you are having problems with your eyes or vision. In most cases you will be asked questions about your vision, your eyes, the impact of your vision on your daily life and your COVID-19 risk factors. We have been advised by our professional bodies to triage and prioritise those at greatest clinical need. We would like to thank you in advance for your understanding and patience during this process, which will take a little longer than usual. We may ask you to delay booking your appointment, especially if you are hoping to come in for your routine eye exam with no concerns. Everyone will be assessed on a

case by case basis, and we will make sure that you will have opportunities to express any concerns you have about your eyes and vision to the staff member, and our staff will have an understanding of whether you're at risk of problems.

Don’t forget, now more than ever, we should be the first port of call if you have any new eye symptoms including pain or discomfort, red eyes, sudden changes in your vision, flashes and floaters. We are the only qualified Independent Prescribers in the area and in most cases can sort out your eye conditions without you having to see your GP or go to the hospital.

When you arrive at the practice, please knock the window or ring and we will let you in.

If you have any queries, please contact us via email : **eyecare@probertandwilliams.co.uk** or telephone : **01970 611555 (Aberystwyth) 01545 570211 (Aberaeron)**

We have taken the difficult decision to temporarily completely close our Machynlleth branch completely for at least the next few weeks. We are sorry for any inconvenience around this, but we are taking this measure so that we can ensure the safety of our more vulnerable staff members at this unprecedented time. If you call our Mach branch you will be transferred to our staff in Aberystwyth who will be happy to help.

Hygiene measures

We have always worked to high hygiene standards, but during this time we are of course following the strictest professional and government guidance:

- We are limiting the amount of people in the practice at once, making social distancing easier
- We are working on an “appointment only” basis to limit the amount of people in the practice
- All staff have access to personal protective equipment (PPE) - you will encounter staff wearing varying levels of PPE depending on how able they are to maintain social distancing during their work
- We are asking patients to try to attend on their own if possible and for any companions to wait outside or in their car
- Patients are asked to wear a face covering, ideally a mask, when attending the practice. We have some available if you do not have any at home
- We have hand sanitising facilities available throughout the practice
- Staff have undergone refresher training in hygiene and PPE
- Glasses frames are thoroughly sanitised to professional guidance between each patient

- Surfaces and equipment are cleaned across the practice after each patient and we perform two deep cleans a day

Contact lenses

If you are a contact lens wearer, and require any advice or services, contact us to discuss. We can deliver, even if you do not have them delivered normally, just let us know.

Most contact lens assessments are being conducted over the phone at the moment, but you may be asked to come in for an assessment. Most new contact lens fits are not being carried out, but this is assessed on a case by case basis.

Of course, ensure your hand and lens hygiene is particularly good at this time. If you become unwell, please stop wearing your lenses and immediately throw away lenses that you are currently using.

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We encourage everyone to follow the current guidance which is being released by the NHS and government. If you need any more general information, the Public Health Website should be your best source. In the meantime, if there is anything we can do for you, no matter how small, please do not hesitate to contact us on 01970 611 555.

Kind regards, Clive, Lisa and Ceri
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Diweddariad COVID-19

Diweddarwyd 24 Chwefror 2021

Oriau agor dros dro

Aberystwyth - 9:00 - 17:00 Dydd Llun - Dydd Sadwrn

Aberaeron – 9:00 – 16:30 Dydd Mawrth - Dydd Iau

Machynlleth - ar gau am y tro

*Ffoniwch o adref cyn ymadael, gan fod pob ymweliad ar sail apwyntiad - gan gynnwys mân addasiadau *

Os byddwch yn ffonio ein practis ym Mach byddwch yn cael eich trosglwyddo i'n staff yn Aberystwyth a fydd yn hapus i'ch helpu.

Gofal Llygaid

Ffoniwch ni os ydych â phroblemau gyda'ch llygaid neu'ch golwg. Gofynnir cwestiynau am eich golwg, eich llygaid, effaith eich golwg ar eich bywyd bob dydd a'ch ffactorau risg COVID-19. Rydym wedi cael ein cynghori gan ein cyrff proffesiynol i frysbennu a blaenoriaethu'r rhai sydd â'r angen clinigol mwyaf. Hoffem ddiolch i chi ymlaen llaw am eich dealltwriaeth a'ch amynedd yn ystod y broses hon, a fydd yn cymryd ychydig yn hirach na'r arfer. Efallai y byddwn yn gofyn i chi oedi cyn mynychu eich apwyntiad, yn enwedig os ydych chi'n bwriadu dod i mewn ar gyfer archwiliad llygaid arferol heb unrhyw bryderon. Bydd

pawb yn cael eu hasesu fesul achos, a byddwn yn sicrhau y cewch gyfle i fynegi unrhyw bryderon sydd gennych am eich llygaid a'ch golwg.

Peidiwch ag anghofio, nawr yn fwy nag erioed, ni ddylai fod y man galw cyntaf os oes gennych unrhyw symptomau newydd gyda’ch llygaid gan gynnwys poen, llygaid coch, newidiadau sydyn yn eich golwg, fflachiadau neu brychau. Ni yw'r unig Bresgripsiynwyr Annibynnol cymwys yn yr ardal ac yn y rhan fwyaf o achosion gallwn ddatrys eich cyflyrau llygaid heb i chi orfod gweld eich meddyg teulu neu fynd i'r ysbyty.

Os oes gennych unrhyw ymholiadau, cysylltwch â ni trwy e-bost: **eyecare@probertandwilliams.co.uk** neu ffoniwch: **01970 611555 (Aberystwyth) neu 01545 570211 (Aberaeron)**

Mesurau hylendid

Rydym o hyd yn gweithio i safonau hylendid uchel, ond yn ystod yr amser hwn rydym wrth gwrs yn dilyn y canllawiau proffesiynol a llywodraeth llymaf:

- Rydym wedi rhoi cyfyngiad ar faint o bobl bydd yn y practis ar un adeg
- Rydym yn gweithio ar sail “apwyntiad yn unig”
- Mae gan yr holl staff offer amddiffynnol personol (PPE) - byddwch yn dod ar draws staff sy'n gwisgo lefelau amrywiol o PPE yn dibynnu ar eu gallu i gynnal pellter cymdeithasol yn ystod eu gwaith
- Gofynnir i gleifion geisio mynychu ar eu pennau eu hunain os yn bosib, ac i unrhyw gymdeithion i aros y tu allan neu yn eu car
- Gofynnir i gleifion wisgo gorchudd wyneb wrth fynychu'r practis. Mae gennym rai ar gael os nad oes gennych un eich hun
- Mae gennym gyfleusterau glanhau dwylo trwy gydol y practis
- Mae’r staff wedi cael hyfforddiant mewn hylendid a PPE
- Bydd y fframiau sbectol yn cael eu glanhau'n drylwyr rhwng pob claf
- Bydd arwynebau ac offer yn cael eu glanhau ar ôl pob claf, ac rydym yn perfformio glanhad dwfn dwywaith y dydd

Lensys cyffwrdd

Os ydych chi'n gwisgwr lensys cyffwrdd, ac angen unrhyw gyngor neu wasanaethau, cysylltwch â ni i drafod.

Mae'r mwyafrif o asesiadau lensys cyffwrdd yn cael eu cynnal dros y ffôn ar hyn o bryd, ond efallai y gofynnir i chi ddod i mewn am asesiad. Nid ydyn yn cynnal ffitiau newydd lensys cyswllt yn reolaidd ar hyn o bryd, ond mae hyn yn cael ei asesu fesul achos.

Wrth gwrs, sicrhewch fod hylendid eich dwylo a'ch lens yn arbennig o dda ar yr adeg hon. Os byddwch yn mynd yn sâl, rhowch y gorau i wisgo'ch lensys a thaflu lensys rydych chi'n eu defnyddio ar hyn o bryd.

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Rydym yn annog pawb i ddilyn y canllawiau cyfredol sy'n cael eu rhyddhau gan y GIG a'r llywodraeth. Os oes angen unrhyw wybodaeth fwy cyffredinol arnoch chi, eich ffynhonnell orau bydd Gwefan Iechyd y Cyhoedd. Yn y cyfamser, os oes unrhyw beth y gallwn ei wneud i chi, cysylltwch â ni ar 01970 611 555.

Cofion cynnes, Clive, Lisa a Ceri
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