**Pre-visit Patient Information (June 2020)**

This information is to make you aware of the changes that have been made with regards to the appointment process and the treatment room for everyone’s safety and reassurance due to the COVID-19 pandemic.

PLEASE NOTE THE FOLLOWING

* All patients must receive an **initial telephone consultation** to determine if it is safe to treat face-to-face. Those patients that are shielding may be asked to wait until government guidelines are updated.
* All visitors must wear a **face covering/mask**, unless contraindicated. If you do not have one, they are available to purchase on arrival (cost 50p).
* Please do not bring any shopping bags or unnecessary items to your appointment.
* There are toilet facilities at the gym, however we are asking you to **avoid using the onsite facilities** where possible.
* The booking process has been updated so that all appointments are now **45 minutes** long, unless otherwise discussed. Please note that charges have also been updated to reflect this.
* Your Physiotherapist will be wearing the appropriate Personal Protective Equipment (PPE) for your treatment and this will be changed and appropriately disposed of after each appointment. Please note, **social distancing cannot be maintained** during a hands-on assessment or treatment.
* Please attend your appointment alone, unless previously discussed, or you are bringing your child to their appointment.
* For now, all appointments are being scheduled with a 30 minute gap to avoid patient crossover and allow sufficient cleaning and ventilation time between appointments.
* If the gym is open when you attend, please follow any one-way systems that are in place.

Please **DO NOT ATTEND** your appointment if you have any of the following symptoms;

* A high temperature – feeling hot to touch on your chest or back
* A new, continuous cough – coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
* A loss or change to your sense of smell or taste – noticing you cannot smell things or finding that tings taste different to normal

The appointment process

1. Initial telephone consultation
* COVID-19 screening questions
* Determine if face-to-face appointment is indicated
1. Attending for an appointment
* Patient to arrive on time and wait outside until collected by the Clinician
* Patient to be asked COVID-19 screening questions again
* Patient (and any chaperone) to wear face covering/mask
* Patients to use the provided alcohol gel on entry to the building
* Avoid touching any door handles/surfaces until in the treatment room
* Follow any one-way system there may be once the gym is open
1. During appointment
* There will be a clean, wipeable chair for patient use
* A consent to treatment form must be read and signed by each patient
* Social distancing will be maintained as much as possible, until a physical assessment or treatment takes place
* The Physiotherapist will don their PPE before any physical contact
* Clean application of gels, creams, tape, etc. will be observed
1. After appointment
* Patient to use alcohol gel on hands again
* Payment can be made by card or cash
* Patient may then remove face covering/mask
1. Finally
* 30 minute gap between appointments to thoroughly clean the treatment room according to Standard Operating Procedure using appropriate disinfecting products
* Ventilate the room with the door open