

## Visiting the Practice

### Information for Clients attending for Face to Face Physiotherapy Appointment

1. Please arrive at the clinic and ring the doorbell no more than 5 mins before your appointment time. The door will be locked. Please maintain social distancing while waiting outside the clinic. In bad weather, you can return to your car as long as it is parked within sight of our entrance. The Physiotherapist will unlock the door and invite you in.
2. Please bring your own mask or face covering to wear at all times when in the building. We do have a small supply if you forget.
3. Please bring minimal personal belongings with you into the building.
4. If you need to bring a chaperone/ carer/ guardian with you to your appointment this must be agreed at your virtual consultation. The Physiotherapist will need to complete the Co-Vid 19 Screening check directly with that person prior to their arrival at the clinic and again on arrival.
5. The Physiotherapist will check your temperature using an electronic forehead thermometer and complete the Co-Vid 19 screening questionnaire in the entrance lobby. Anyone with a temperature of over 37.8 degrees will not be allowed to proceed further.
6. Hand Sanitiser will be available to use at the entrance/exit of the clinic
7. The Physiotherapist will be wearing PPE as per PHE Guidelines, this is FII mask, gloves, apron, and goggles.
8. The Physiotherapist will complete a thorough assessment and treatment that will include 'hands-on' techniques as guided by clinical findings.
9. There will be a 15-minute gap between your appointment and other clients allowing for all the hard surfaces that have been touched in the treatment room to be wiped down using disinfectant wipes. Please arrive promptly for your appointment and appreciate that the Physiotherapist cannot overrun beyond the 40 min appointment length.
10. All advice/exercise sheets will be emailed to the client within 48 hours of their appointment.
11. If you use the toilet, wipes will be provided for you to clean anything you have touched including door handles.
12. If the clinic is contacted by track and trace we may be required to share your contact details with them.

Any queries please contact Anne Burr on 07814776047 prior to your appointment