



PATIENT INFORMATION SHEET

INFECTION CONTROL PROCEDURE TO MINIMISE SPREAD OF COVID-19.

- 1) **If you are experiencing signs of a high temperature/fever, cough, cold or flu like symptoms, please do not attend the clinic. We can offer a remote video link appointment if necessary. Equally, as therapists we will not attend the clinic if we have any symptoms suggestive of COVID-19. We must have trust and respect for each other during these difficult times.**
- 2) If you are classed as vulnerable, high risk or are self-isolating or shielding, virtual/remote appointments via video link are recommended in all but emergency situations. This can be discussed when making your appointment.
- 3) We will ask a few simple screening questions prior to your appointment to determine if you have symptoms of COVID-19 or have been in contact with anyone with COVID-19 symptoms. Before your appointment, we will ask you to sign a questionnaire confirming the above.
- 4) If the answer to either of the above questions is yes, or if you would prefer not to attend the clinic, we can offer a remote video assessment and advice appointment.
- 5) We are conducting some of the formal assessment over phone or video link, to minimise contact time at the clinic and to discuss whether a face to face appointment is needed.
- 6) A consent form will need to be signed before you have an appointment at the clinic. This confirms that you are happy and clear with the safe working practices we have in place for the protection of our patients and staff. will adhere to the above policy and understand the risks and benefits of attending a face-to face appointment. Any concerns must be expressed prior to your visit and that overall consent for assessment and treatment to commence is given.
- 7) We ask that where possible, you come directly to the clinic, not via the shops or otherwise
- 8) Try not to arrive too early, or please sit in your car until a couple of minutes before your appointment time. We are leaving gaps between patients to avoid cross over and allow time for cleaning.
- 9) Please maintain social distancing on your way to the clinic, whilst at the clinic where possible and on leaving.
- 10) In our clinics we are sole-practitioners, i.e. work alone, we believe this minimises the risk of COVID-19 transmission, compared to busy, multidisciplinary clinics.
- 11) We may leave the outer doors to the clinic open, to improve ventilation and reduce contamination of door handles.



- 12) We insist you use alcohol gel your hands or wash your hands, on arrival to the clinic. Please observe good hand-washing procedure, available on signage at the clinic or on a free video on <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- 13) Take a seat in the waiting room or feel free to remain standing. You will notice the seats have been replaced with wipeable seats. The magazines have been removed to avoid any excess contact with surfaces. Try to avoid touching any surfaces unless essential.
- 14) As practitioners, we will remain 2 metres away where possible. Where not possible we will wear a plastic disposable apron and an IIR fluid resistant surgical mask to protect you and may choose to wear eye-protection.
- 15) As a patient, you will wear your own face covering or surgical mask IIR or FFP2 or FFP3 mask or face covering to protect us, or a FFP3 mask to protect yourself (bearing in mind that without a mask fit test the FFP3 mask is not guaranteed.)
- 16) As a patient, you can choose whether to wear your own eye protection goggles or visor.
- 17) As a patient, you can choose whether to wear your own gloves, however you will still be required to alcohol sanitise your wash your gloved hands on entry and prior to leaving the clinic. Gloves are also capable of harbouring and spreading viruses and bacteria.
- 18) For added comfort, you may bring your own clean towel from home, to lie on.
- 19) We will wash and/or alcohol gel hands between clients and can wear disposable gloves when necessary.
- 20) A plastic container will be provided for your clothes, should you need to remove any. This can be sanitised between uses.
- 21) Contactless card payments Apple Pay, or bank transfer are preferable methods of payment.
- 22) On leaving the clinic, we request you wash your hands and dry with a hand-towel provided. You may leave through a different exit. The doors may be left open to avoid contact with handles.
- 23) We will wipe the treatment couch, chairs and any equipment used, including card machine, with a suitable cleaner which is known to kill Corona Virus.
- 24) We will also regularly clean door handles, taps and any other surfaces where necessary.
- 25) If you develop signs or symptoms suggestive of COVID-19 within 14 days of attending the clinic, please inform the clinic immediately and follow NHS England guidelines and advice, <https://www.nhs.uk/conditions/coronavirus-covid-19/> or phone NHS 111.