

# 206 Physiotherapy and Sports massage

## F2F Appointment Client Information and Consent - August 2020

### How will Covid 19 change the way we work at 206 Physiotherapy?

The health of our clients and our own families is paramount so changes are being made to the way physiotherapy and sports massage appointments will be conducted in the future. We have made the changes in line with guidance from our professional body the Chartered Society of Physiotherapy (CSP), the Health Professions Council, SMA and NHS England.

### Pre-screening for physiotherapy and massage appointments

Before any face to face (F2F) appointment can take place, we are obliged to screen patients to check that infection risks are minimised.

In practise, this means that all patients will need to read and sign information about their appointment and fill out a health screening questionnaire **before** attending an appointment. Screening allows us to identify those that are at a high risk of catching the virus and deciding whether a face to face appointment is appropriate for them, and what measures we need to put in place if it is.

Screening also allows us to check that no one (or anyone in their household) has had any symptoms of Covid-19 or been in an at-risk environment in the previous 2 weeks. *We will not be seeing anyone with any recent (last 14 days) Covid-19 symptoms to minimise the risk to ourselves and other patients.*

For physiotherapy appointments, our professional body the CSP suggest we continue to perform client assessments remotely to help reduce face to face contact time. Some issues can be helped with advice and exercise alone but if it appears the issue presenting cannot be dealt with effectively through means of online or telephone consultations, and that the benefits of a F2F physio appointment outweigh the risks, then a F2F appointment can be offered.

### What are we doing to reduce the infection risk in the clinic?

- PPE  
During your appointment we will need to come in to close contact with you. To reduce the risk of transferring infection, we will be wearing a single use apron, a sessional high-grade medical face masks (2R certified) and single use gloves (unless this hampers treatment such as during massage).
- Hand washing and hand sanitiser  
As always, we will be washing our hands according to the guidelines, and using alcohol based hand sanitiser during treatment sessions as well as before and after each client contact. We will ask clients to wash their hands or use hand sanitiser in the clinic at the beginning and end of their treatment session. We will ensure that an alcohol based hand sanitiser is available to patients to use before and after appointments as well
- Air circulation  
Our clinic room does not have windows. The ventilation system (known as an AHU- Air Handling Unit) that serves the clinic rooms is designed to provide fresh air into the rooms and to remove the stale air. So air is circulating regularly through the room. When appropriate we will also leave the clinic door open during and after a treatment session.
- Appointment spacing  
We will allow a 15 space between each client appointment. This will enable us to thoroughly clean all surfaces and allow for air circulation between patients. It should also minimise the risk of meeting the next client.

- Cleaning

At the beginning and end of the day, as well as between every appointment we will clean all surfaces that might be touched with a chlorine based disinfectant detergent. This will include the bed, pillows, chairs, desk, door handles, taps, and any equipment used.

- Reducing Face to face contact time

As the initial assessment will have taken place take place over the phone or online much of the discussion element of the session will have taken place.

When you arrive for your clinic appointment, we will ring you to have a quick catch up. Check your health status hasn't changed and review your current symptoms. When possible we will keep at a distance from you in the clinic but the nature of our work means we are often in close contact for a period of time, which is why the wearing of PPE and your wearing of a face mask is important, as it reduces the risk of possible cross infection.

## How can you help us?

- Please wear a face covering if you are able to. We will have facemasks available to buy at £2 each if you forget to bring one.
- Please attend alone. Let us know prior to your appointment if you feel you need someone to attend with you.
- Please arrive promptly for your appointment, but not too early to enable the spacing and cleaning mentioned above.
- We will send out a Covid-19 health screening forms by e-mail before your appointment. Please ensure that you have filled it out and signed it. If you are struggling with e-mails or accessing the forms do contact us before the appointment so we can help.  
*We will not be able to see you without these as they enable us to perform our risk assessments.*
- Please sign (an electronic signature is fine) and return this F2F information and consent form and the Covid -19 health screening form, at least 24 hours before your appointment to: enquiries@206therapy.co.uk
- If you wish, please bring a clean towel or 2. This is not essential but may make the session more comfortable for you and reduce cross contamination if we were to provide such items.
- Please bring or wear socks to protect your feet from the floor and a water bottle if required.
- Please pay for your session **before** your appointment. We ask you to pay by BACS into the therapist's bank account, details will be emailed through to you prior to your appointment. Please include any additional costs including face mask and gloves.

**If you have any questions or concerns about your appointment or our Covid 19 policy please contact us and have a chat.**