

206 Physiotherapy and Sports massage

F2F Appointment Client Information

The health of our clients and our own families continues to be important to us during the ongoing Covid pandemic. The health and safety measures we have in place are 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 screen patients to check their health and covid infection risk.

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 most risk if they caught the corona virus, deciding whether a face to face appointment is appropriate for them and what measures we need to put in place if it is. It also allows us to confirm that a client (or anyone in their household) does not have any symptoms of Covid-19 or should be self isolating.

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 washable apron, a sessional high-grade medical face mask (2R certified) a visor or goggles and single use gloves (unless this hampers treatment such as during massage).
- Lateral Flow testing
All therapists will be performing lateral flow tests on themselves twice a week.
- Hand washing and hand sanitiser
As always, we will be washing our hands before and after each client contact and using alcohol based hand sanitiser when required during treatment sessions. Hand sanitiser is available to clients for use at the beginning and end of their treatment session.
- 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
- 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
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. If you are exempt from wearing a mask please let us know so we can discuss your individual needs in advance.
- 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.
- 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.