**SAXILBY PHYSIOTHERAPY**

**Re-opening for clinic appointments from 8th June 2020**

During this time of uncertainty and restrictions (despite being exempt from forced closure as health professionals) we felt it best to close the clinic and cease home visits until we were in a position to safely reduce the risk to patients and our staff from coming into contact with COVID-19 and therefore helping protect public health as a whole.

The government have now reduced restrictions and are encouraging a return to work wherever possible, and if safe to do so. Therefore we have decided now is the right time for us to offer face-to-face appointments again.

However, I must stress that the government and the physiotherapists regulatory body, the Chartered Society of Physiotherapy (CSP), still have very strict guidelines relating to when it is appropriate to treat patients face-to-face and the advice is to continue to use video appointments if at all possible.

I have a professional, moral and legal responsibility to ensure patients only attend the clinic if their need for treatment is higher than the risk of actually attending. I am obliged to thoroughly assess and carefully document this assessment before offering a face-to-face appointment.

If you are considering booking a face-to-face appointment it is essential that you read the following information before calling, thank you

**PERSONAL PROTECTIVE EQUIPMENT**

I will be wearing the following PPE during your visit to the clinic, as per the advice of the government and the CSP:

* Non-latex gloves (single use, disposed of after each patient)
* Water proof apron (single use, disposed of after each patient)
* Face mask (sessional use, may be worn for several appointments but disposed of and replaced once it needs to be moved aside for drinking, eating etc or if it becomes damp)

You will be also be asked to wear a face mask and this must be worn throughout your time in the clinic. If you do not have access to a mask then we can provide one upon arrival at the clinic at the cost of 50p.

**CLINIC CAPACITY AND CLEANING**

To minimise risk to patients and staff the following measures will be in place:

* There will be a minimum 15 minute gap between appointments to allow for me to change PPE and complete a thorough clean down of all relevant surfaces within the clinic. This will be completed as per NHS and government advice with the use of a neutral detergent and hot water followed by disinfectant. The areas cleaned will include (but not exclusively) door handles, door buzzer entry system, light switches, taps, treatment couch, waiting room furniture and the bathroom if used since the previous clean
* If possible please attend on your own or ask anyone accompanying you to wait outside. Obviously if you require help getting into the clinic or wish to bring a chaperone this can be accommodated (with prior notification)
* Fabric couch covers will no longer be used
* Any towels used will continue to be single patient use
* Pillowcases will be changed between patients
* Paper couch roll will be placed over the couch and pillows and disposed of after each patient
* In addition to the clinic being cleaned between patients we will continue to maintain the high standards of cleanliness we have always provided.

**WHEN WILL A FACE TO FACE APPOINTMENT BE AN OPTION?**

Upon contacting the clinic all patients will be booked for a 20 minute phone call. This is to allow a preliminary assessment to be completed which will determine whether you are appropriate for a face to face appointment or if a video call would be sufficient and safer. Telephone pre-assessments will be charged at £15.

If you would prefer to just book a video call which does not require a pre-assessment the cost would be £40 (please see below for all charges)

The decision of whether a face to face appointment is appropriate will be based upon several factors as advised by the CSP and the government. If your symptoms are significant enough to out-weigh the relative risk of you attending the clinic and you have **NO SYMPTOMS OF CORONAVIRUS** an appointment will be offered and a consent form sent via email.

* You must bring your signed consent form to your face to face appointment (or sign one when you arrive)
* Any follow up sessions will need to be individually assessed as per the initial appointment, at no additional cost.

**WHAT WILL HAPPEN DURING YOUR APPOINTMENT?**

* Upon arrival at the clinic your temperature will be checked via a non-contact thermometer and you will need to clean your hands with hand sanitizer which will be provided at the clinic. Please do not wear disposable gloves to the clinic, you will be asked to remove them as wearing gloves from one location to another is less hygienic than simply washing hands
* You will be required to wear a face mask throughout your appointment, this is in line with government guidelines which relate to wearing masks in enclosed spaces with other people. Disposable masks are available at the clinic at the cost of 50p
* Please do not arrive too early as you may be asked to wait outside until the clinic cleaning is completed or until the previous patient has left
* Preferably payments should be made via card payment/bank transfer and not cash

**HOME VISITS**

Currently visits to care homes are not available due to ongoing restrictions of access to care homes but visits to the patient’s own home are an option, but will be subject to the same thorough telephone triage as clinic appointments, before a visit can be arranged.

**APPOINTMENT CHARGES**

Pre-assessment telephone call (15-20 minutes) = £15

Video appointment (45 minutes) = £40

Face-to-face appointment (45 minutes) = £42\*

\* Please note -there is a slight increase from the previous clinic appointment charges, to help cover the additional costs incurred while working with COVID-19 restrictions

If you have any questions regarding appointments then please do not hesitate to contact me either by email [saxilbyphysio@aol.com](mailto:saxilbyphysio@aol.com) or call 07843613057.

Thank you in advance for your compliance with these complex requirements, I know you will appreciate that they are all needed at this time and hopefully we can return to ‘normal’ in coming months.

Best wishes

Jenny Clarke