

CHANGES IN SERVICE DUE TO CORONA VIRUS/COVID 19

In the light of the Corona Virus/ Covid 19 pandemic additional procedures will be observed to minimise risk of infection.

Video consultations are available to enable our Associates to work from home and to enable us to assess and treat people that are shielding, in the high risk groups, showing symptoms or unable to attend the clinic for other reasons. Please ask for a video consultation in the first instance if you can. We are able to assess and diagnose and give advice, teach self help strategies and exercises via this platform.

If the benefits of seeing a patient face to face are demonstrably greater than the risk of infection transmission an appointment can be made for the patient to attend the clinic. Prior to this all patients will be triaged for symptoms of Covid 19.

The screening will consist of a series of questions set out below:

Do you have a temperature?

Do you have a new, persistent cough?

Have you experienced any difficulty breathing?

Are you experiencing an alteration or reduction in your sense of taste and/or smell?

Have you been in contact with anyone experiencing any of the above symptoms?

Are you in the high risk group eg over 70 with underlying health conditions, chronic respiratory disease, pregnant with heart conditions, undergoing cancer treatments etc.

Have you or any members of your household had a positive Covid 19 test?

If any of the above answers indicate the potential presence of Covid 19 then face to face treatment will not be offered and we will offer a virtual consultation.

For face to face treatments the physiotherapist will wear the following PPE: disposable plastic apron, surgical mask and visor.

The physiotherapists have undergone training in hand hygiene and infection control and have completed World Health Organisation courses.

Surfaces and equipment will be wiped down with appropriate anti viral products in between patients.

Appointments will be staggered to allow the previous patient to leave and for the clinic to be sanitised. The next patient will be asked to wait outside the clinic before their appointment time and not be accompanied for treatment. Only patients with an appointment will be allowed to enter the clinic and are advised that the toilet facilities will not be available (except in exceptional circumstances) to minimise risk.

We will take the patients' temperature with a contact free thermometer on arrival. If you are exhibiting a high temperature you will be asked to go home to self isolate and we will offer you a video consultation instead.

The patient will be asked to wash hands with soap and water or use alcohol based sanitiser. The patient should wear a mask or face covering for the consultation. If you do not have a suitable mask we have some available for sale.

On entering the treatment room the seating arrangements of physiotherapist and patient are 2 metres apart. All of the session will ensure social distancing where possible although for some treatments this is not possible.

We are still accepting cash and cheque payments but currently are unable to accept card payments. Please ask for the account details to make a bank transfer if possible.