

**Important information about changes to our work practices at
The Physio Studio**

At The Physio Studio, the safety of our clinicians and patients is our first priority. That is why we have put new working practices and hygiene precautions in place in the clinic to reflect the challenges we face in the current COVID-19 epidemic. We have carefully scrutinised the most up to date advice we have received from the government and our professional body (The Chartered Society of Physiotherapy - CSP) and feel that we are taking every step to thoroughly implement their guidance.

You can have confidence that you will receive the highest level of care and skill from our clinicians with these measures in place.

Here is a summary of the changes we want you to be aware of:

1. Telephone health screening consultation (triage) will be used for all new and returning patients before booking either virtual or Face to Face appointments
2. Following the telephone triage consultation, as advised by the CSP, Face to Face appointments will only be offered to patients where a virtual appointment will not effectively resolve symptoms and where those symptoms are significantly affecting their work, care duties or wellbeing
3. All patients and staff are advised not to attend our clinic if they are displaying possible signs of COVID-19 or if they should be self-isolating or shielded under current government guidelines
4. To minimise risk to our clinic staff, we will not have receptionists at the clinic until social distancing rules have been relaxed
5. These steps will be clearly explained at the time of booking the appointment:
When arriving for their appointment patients are now asked to;
 - Follow signs to car park spaces in front of the treatment rooms
 - Please wait in their cars until their appointment time
 - Identify their treatment room number which are displayed on the treatment room windows and visible from the car park spaces.
 - Watch out for LED lights which are displayed in each room window
 - RED for please wait in your car
 - GREEN please come in for your appointment.The therapist will text or call you if any problems with this.
 - Your therapist will be in the reception area to then welcome you into their treatment room.
 - All patients will be asked to fill in either a new registration T & C's or confirm any changes to health status
 - New health consent forms will be used to reflect COVID-19
6. Your physiotherapist will be wearing the recommended PPE (Apron, Face Mask, gloves) at all times during your appointment. Eye protection will only be worn if any activities involving exercise, producing sweat
7. Only 2 therapists will be in the building at any one time
8. Appointments will be spread out through the day with 30 minute gaps between patients which allows us to:
 - Deep clean all surfaces
 - Change the necessary PPE
 - Maximise social distancing by spreading the flow of patients through the day

Thank you for helping us to maintain a safe environment for everyone at The Physio Studio so we can continue to care for those who need us at this time. We really appreciate your commitment to make carefully considered decisions about what is most appropriate for your own health and to follow robust hygiene practices. In this way, we also commit ourselves to do our absolute best for you.

We are happy to discuss and show our patients how all the risk assessment, policies and safety measures have been carefully planned and implemented.