

## Synergy Physio Clinic Reopening for Face to Face Physiotherapy

Synergy Physio Clinic will open from Monday 8<sup>th</sup> June 2020 for face to face Physiotherapy consultations.

Any decision to offer an appointment for face-to-face care will be taken in consultation with the patient and is likely to be made in situations in which, for example, the patient is experiencing escalating pain and progressively worsening symptoms that have not responded to conservative management (e.g. via phone or video diagnosis) or medication as expected, or is suffering with symptoms which would otherwise result in face-to-face contact with another healthcare provider (e.g. GP, A&E, or walk in centre). Each situation, which may include other conditions, will be subject to an individual decision by the Physiotherapist and patient. The decision making process will be fully documented and recorded in the clinical notes. Phone/video consultations will still be available for those who do not wish to attend the clinic.

We have put the following measures in place to reduce the risk to our staff, patients and to public health. If you are considering coming to clinic for a face to face appointment it is essential that you read the following: you will be asked to sign a consent form prior to receiving your treatment to confirm that you have done so.

### COVID-19 Policy Synergy Physio Clinic

#### Clinic Capacity and Cleaning

- There will only be 2 physiotherapists or clinicians working in the clinic at any one time.
- Appointments will be alternated between treatment rooms with start times altered to manage the arrival and departure of patients. This will reduce congestion within the clinic minimise any cross over (we have 6 treatment rooms available).
- Staff will change PPE and clean all the surfaces that have been touched either by the clinician or patient with the appropriate detergent between treatments. This includes the plinths, chairs, door handles, tap and toilet if it is used during the patient's visit. Additional sanitising wipes will be available in the toilet for individual use.
- Towels and couch covers will not be used routinely.
- Couch roll will be placed on the treatment plinth and will be disposed of after each patient as standard.

- If towels or pillows are used they will be for single use only and will be laundered before re-use.

## Personal Protective Equipment (PPE)

In line with current guidelines, your physiotherapist will be wearing the following PPE at your appointment.

- Non latex gloves (single use)
- Apron (single use)
- Face mask (sessional use)
- If there is any chance of 'splash back' from bodily fluids e.g. during exercise, acupuncture or manual therapy, Eye protection goggles or face shield will be worn (face shields will be allocated to each therapist who will be responsible for maintaining its cleanliness and hygiene)

[www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control](http://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control)

## Your agreement with us:

Prior to being offered a face to face appointment your physiotherapist will contact you to assess the need for a face to face consultation. If we advise that we consider your clinical need is to have a face to face consultation in line with the recommendations of our governing body The Chartered Society of Physiotherapy, you will be offered an appointment.

[www.csp.org.uk/news/coronavirus/clinical-guidance/face-face-or-remote-consultations/guidance-england](http://www.csp.org.uk/news/coronavirus/clinical-guidance/face-face-or-remote-consultations/guidance-england)

While we as a company have taken every step to reduce the risk of our clinicians and staff and patients contracting Covid-19, if you chose to attend for a face to face consultation, there is no way we can totally eliminate the risk to you. By consenting to attend the appointment, you are accepting this risk.

Please do not attend the practice if either you or one of your household is in one of the higher risk groups including, but not exclusively, those who are pregnant, immunosuppressed, those with underlying heart or lung conditions and those over the age of 75. Further detailed risk assessment will be required.

Please do not come in if either yourself or one of your household has been ill in the last two weeks. Including, but not exclusively, the following symptoms: fever over 38 degrees, new

persistent cough, shortness of breath, sore throat, anosmia (loss or change in your normal sense of smell) or loss of sense of taste,

### What to expect when you come to the Clinic

When coming to the clinic, we ask that you comply with the following safety measures to keep you and us as safe as possible.

- You will not be permitted entry to the building until your scheduled appointment time. Please phone reception (01670 531144) to inform us you have arrived.
- We will then telephone you when the therapist is ready to begin the appointment.
- The main entrance to reception will remain locked.
- You will enter the building via the side entrance which will be signposted. Please wait outside until your therapist collects you.
- Prior to your appointment you will be asked to confirm that you or any member of your household is NOT currently self-isolating or has a raised temperature/fever over 38 degrees, new cough, shortness of breath, sore throat, loss of taste or smell.
- Please wear a face mask for the entire time you are in our building, as per government guidelines. If you do not have a face mask, please follow the government guidelines on making your own face cover here:

[www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering](http://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering)

- On entry to the building you will be required to complete our Covid-19 consent form - please bring your own pen to complete this.
- The therapist will take your temperature with an infra-red thermometer and log this.
- You will be required to sanitise your hands with alcohol gel which will be provided.
- The therapist will accompany you to the treatment room.

- On completion of treatment you will be escorted to reception where your payment can be taken. We have altered our pricing to allow for contactless payments. Please use this method wherever possible.
- If required a follow-up appointment will be booked and a confirmation sent to you by SMS or email.
- You will exit the building via the main door in reception.
- Please attend the clinic alone wherever possible.

If you have any suggestions or questions regarding your face to face treatment with us please do not hesitate to contact us at [info@synergyhealthcare.co.uk](mailto:info@synergyhealthcare.co.uk) We look forward to welcoming back our loyal customers and resuming the high standard of service they are used to.

Emma & Keith Fitzsimmons