

# MOVE & IMPROVE

## LATEST UPDATE EFFECTIVE 20 July

We are pleased to announce that from 20 July 2020 we will be able to offer **virtual and face-to-face sessions** for physiotherapy treatment.

The Public Health England clinical guidelines for all therapists, has recently changed from virtual consultations only, to virtual consultations and then face-to-face sessions based on the 'clinical need' of the condition.

'Clinical need' has to be assessed by a physiotherapist. Therefore, if you have a new condition, we will undertake an online consultation to assess you. If we decide this will not be effective in your treatment, we will discuss face-to-face treatment.

If you have an existing condition and were receiving treatment from us before lockdown, and feel you require face-to-face treatment, please let us know and we can call you to discuss this.

In asking all physiotherapists to adopt this virtual, then only if required face-to-face approach, Public Health England aims to help those in clinical need, while minimizing Covid-19 exposure.

## Opening the clinic what you need to know

At Move & Improve your safety is our priority.

The following key measures will be implemented to help manage potential risk associated with Covid-19:

- You will be asked to complete a COVID screening questionnaire before your appointment with questions, covering specific Covid-19 symptoms
- Medical grade PPE will be worn by us as directed by Public Health England (PHE)
- We have measures in place to manage the number and flow of people within the clinic
- We have increased the frequency of cleaning and additional protocols to sterilize contact areas/equipment between appointments
- All staff have been trained to manage Covid-19 risk factors
- We regularly review infection control measures in line with PHE guidance

If you have any queries regarding face-to-face appointments, our updated safety measures, or any aspect of infection control, please contact us on 07785792197 or [info@moveandimprovephysio.co.uk](mailto:info@moveandimprovephysio.co.uk).

## What to expect

### Before your appointment

We will discuss with you by phone or video-call whether a face-to-face appointment is required.

Prior to attending/entering the clinic you will be asked to complete a COVID-19 screening questionnaire and consent/GDPR forms provided by us either by email or print copy.

# MOVE & IMPROVE

## On the day of your appointment

Before you leave home, please ensure you have used the toilet! Although we have facilities on site, we are trying to minimize the use of them.

Please bring a small bottle of water, as no water fountains are now available onsite.

Please attend the clinic on your own, and leave children, babies and partners at home. This will reduce the number of people inside the clinic. If you need someone to accompany you, please ensure we are aware in advance. The contact details of this person will also be collected in case the clinic has to provide attendees details for test and trace purposes.

Please limit any personal items you bring with you. This reduces the surfaces which could be carrying the virus both coming into our clinic and going back into your house.

Arrive changed ready for the session.

## On entering the clinic



We ask everyone to wait outside the building, either in your car, or stand socially distanced at the building entrance. Your physiotherapist will call you and come to collect you, thus avoiding having to wait in the reception.

Your physiotherapist will check you have completed the COVID-19 screening questionnaire before you enter the building.

On entering, you will be asked to apply hand gel from the dispenser on the left-hand side of the entrance door.

We ask that you try to avoid, wherever possible, touching anything like door handles etc.

You must wear a face covering and gloves in the clinic building. You can either wear your own or, alternatively, single-use ones can be bought from the clinic for £2.50. These are available at the reception hatch.



## During your treatment session

Your treatment will take place as per normal.

# M O V E & I M P R O V E

Your physiotherapist will wear PPE throughout your consultation.



## **Additional hygiene/safety procedures**

Our appointment times will be staggered to reduce potential contact between patients arriving/leaving the clinic.

After each session the room and all equipment used will be fully disinfected, pillowcases and towels changed, and the room will be left for the air to settle for 15 minutes before the next client.

Windows will be open where possible to maximize outside ventilation.

In case contact tracing is required, the clinic will release your contact details and those of anyone accompanying you.

## **After your treatment session**

Please use the hand sanitizer once again before leaving the clinic - or touching your phone.

You will be required to double bag and dispose of your single-use mask and gloves (or launder your own masks).

If you require a follow-up session the physiotherapist will book this for you, or we may suggest you phone for your next appointment when you get home. We will contact you afterwards to process payment remotely through bank transfer.

We hope you feel reassured by the measures we have put in place, and that you feel safe during your visit to Move & Improve.

We are happy to answer any questions you may have regarding virtual and face-to-face sessions, so please do contact us.

Thanks very much for using us!