



---

## CORONAVIRUS: HOW TO PREPARE FOR YOUR FACE-TO FACE-APPOINTMENT

WE ARE OPEN AND WE WANT TO KEEP YOU, OUR FAMILIES AND OURSELVES SAFE.  
WE WILL BE DOING ALL WE CAN TO MINIMISE THE RISK OF INFECTION FOR EVERYONE.  
TO ACHIEVE THIS, WE WILL REQUIRE YOUR ASSISTANCE.

WE HOPE YOU ARE AWARE OF THE RISKS INVOLVED IN ATTENDING A FACE-TO-FACE  
APPOINTMENT DUE TO THE CLOSE CONTACT REQUIRED FOR TREATMENT. IF NOT PLEASE GO TO  
OUR WEBSITES.

WE ARE CONTINUING TO ENCOURAGE 'REMOTE APPOINTMENTS' AS A FIRST POINT OF CONTACT.  
IF YOU ARE ATTENDING A FACE-TO FACE APPOINTMENT THERE ARE:

### 10 THINGS YOU NEED TO KNOW.

1. WE ARE STAGGERING APPOINTMENT TIMES. THERE WILL BE A 15-20 MINUTE CHANGE OVER TIME BETWEEN PATIENTS. Appointments will still be 1hr, the 15-20 minutes between patients means:
  - You avoid social contact with other patients.
  - Allows us to adequately aerate the room.
  - Allows us adequate time to clean and prepare the room (if you want to know what we have cleaned, there is a list you can peek at on our desk, and websites. We made it so we don't forget anything!).
  - You need to check your appointment time as it may have slightly changed.**N.B.** Nicky has allowed a 15-minute gap and Sudhir a 20-minute gap.
2. WE ARE IMPLEMENTING A PRE-ATTENDANCE QUESTIONNAIRE. The questionnaire will be sent to you 24 hours before your appointment by email. It's essential you complete and return it to us the **NIGHT BEFORE** treatment. If you don't send it, then we will need to chase you and we'd really rather not have to this. **IT'S SIMPLE, PLEASE FILL IT OUT AND SEND IT BACK!**
3. TRAVEL. We implore to you to travel to clinic the safest way possible, i.e.
  - By foot
  - By bike (this is how we are travelling)

- By car (if parking is a problem, you may want to try the 'JustPark' app? Neither of us have a car, but friends tell us it is a great way to park affordably)
  - Please do your best to avoid public transport where possible.
4. WAITING. Unfortunately, our waiting area will be closed until it's safe to reopen. Therefore, we will need you to wait in the street until your allotted appointment time. Sorry about this! Whilst we don't want you to be late, we won't be able to let you enter the building until your exact appointment time. This is so we can concentrate on thoroughly cleaning the space between patients. If you are late, we won't be able to run over. Once we buzz you in, you can use the bathroom. **Please press the buzzer with your elbow for safety!**
  5. KIT. Please bring:
    - Just yourself! If possibly come alone.
    - Your own water bottle.
    - The minimum number of bags with you as possible.
    - A brolly in case it is raining whilst you wait outside.
    - Appropriate clothing (see point 8 for more details).
    - Please try and bring a face covering if possible.
  6. ENTERING THE CLINIC. Try to avoid touching any surfaces where possible in the communal areas. When you enter the treatment room, we will ask you to wash your hands. This is to ensure we are all as bug free as possible. We will be wearing full PPE (gloves, apron, face mask, face protector) as recommended by our professional bodies. Please feel free to laugh at us, but definitely no photo's! Joking aside, we may recommend you wear a facemask if we are doing a technique that may affect your breathing/cause you to cough. We have some available if you aren't able to bring your own.
  7. MORE SCREENINGS. We are obliged to do another quick health screening on your arrival. If anything is flagged up, we may take some measurements e.g. temperature via your forehead using a digital infrared thermometer. If your temperature is above 37.8 degrees you may be asymptomatic but infectious, and we have to end the session and recommend you seek assistance via <https://111.nhs.uk/covid-19/>.
  8. WARMTH: Please bring close fitting clothing. It's really important we aerate the room between patients for everyone's safety, which is likely to affect the room temperature. Unfortunately, we won't be able to use towels or the blanket (we know some of you love that blanket!) for the next few months. Think about bringing clothes that allow us to observe your body moving, that keep you cosy when lying on the table and allow us access to your body for hands-on work. For those of you who struggle with the cold, you may want to consider bringing a towel/blanket from home.
  9. PAYMENT: If possible please pay by contactless, to avoid using the keypad. You will need 'apple pay' or 'android pay' on your phone to do this. No worries if you don't, you can use the keypad! We aren't accepting cash at the moment.
  10. FINISHING UP. Using our professional judgement, and in conversation with you; we will decide on the safest way to follow up. We may recommend a 'remote' follow-up if this is safer and as effective as a face-to-face appointment. We will ask you to wash your hands before leaving using the sink in the treatment room. Finally, in order to create a 1-way system and keep you safe, please exit via the ground floor fire door (next to the fire place in the foyer). Push the grey lever down with your elbow and remember to shut the door behind you.

**THAT'S THE LOT! THANK YOU FOR READING.**