

MOVE & IMPROVE

We 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.

Public Health England clinical advice for all therapists, including Physiotherapists, Osteopaths and Chiropractors, continues to support undertaking virtual consultations and then offering face-to-face sessions based on 'clinical need' of individual patients. 'Clinical need' has to be assessed by a physiotherapist. Therefore, if you have a new condition, we will be required to undertake virtual consultations via Zoom to assess you.

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

We have used Zoom throughout the pandemic and patients have found it works very well for the initial consultation. A few patients have preferred this initial consultation to be carried out by telephone.

Opening the clinic what you need to know

At Move & Improve your safety is our priority.

The following key measures will be implemented to 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 increased the frequency of cleaning and additional protocols to sterilise contact areas/equipment between appointments
- All staff are trained in managing Covid-19 risk factors.
- We regularly review of 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 at 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.

On the day of your appointment

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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, if possible, 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.

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

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 – or wear shorts under your outdoor clothes.

On entering the clinic

To avoid unnecessary waits inside the clinic enter the clinic as close to or just prior to your appointment time.

You **MUST** complete the **COVID-19 screening questionnaire before you enter** the building for your initial appointment to confirm that you do not pose a risk to others.

Each time you attend for follow up appointments your Physiotherapist will check that your COVID-free status has not changed.

If you have symptoms or have been in contact with someone with confirmed COVID you **MUST NOT** attend the clinic

You must wear a face covering before entering, and when in the clinic building.

On entering, you will be required to apply hand gel.

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

Please be mindful to maintain as much distance as possible between yourself and other patients in the waiting area.

During your treatment session

Your treatment will take place as per normal.

Your physiotherapist will wear PPE throughout your consultation.

Additional hygiene/safety procedures

Our appointment times will now run on a normal 30-minute schedule.

Cleaning is done at the end of every appointment as you get ready to leave to continue to reduce potential contact between patients arriving and leaving the clinic.

All pillowcases and towels are changed after each appoint.

A window is kept open during clinic hours to maximise ventilation.

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After your treatment session

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

If you require a follow-up session the physiotherapist will book this for you at the end of the visit, or we will contact you to arrange it.

We will contact you afterwards to process payment remotely through bank transfer. If you require an invoice, please tell us in advance otherwise payment will be confirmed through a paid invoice for your own records.

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!