

VISITING THE CLINIC

We have designed this leaflet to make your visit to Marple Physiotherapy easy to follow and as safe as possible. Every step of the process follows guidelines set out by Public Health England and our own governing bodies, the Chartered Society of Physiotherapy and Physio First, so you can be reassured everything has been considered. This might mean your visit to Marple Physio won't be quite the same as our usual service, so here are a few things to explain what to expect and why.

If you have symptoms of COVID-19 please let us know before each appointment as soon as you can. Do NOT attend the clinic and follow the government guidelines around self-isolating.

BEFORE YOUR APPOINTMENT	ON THE DAY OF THE APPOINTMENT	ENTERING THE CLINIC	TREATMENT ROOM
<ul style="list-style-type: none"> • If new to Marple Physio, you will need to complete a registration form. • All patients must complete a COVID-19 risk assessment form. • All initial assessments will take place remotely and to obtain consent for a face to face appointment. • All key information will be sent through before your appointment. 	<ul style="list-style-type: none"> • Please ensure you have visited the lavatory and are well-hydrated. • Wear appropriate attire for your physiotherapy appointment (eg: wearing shorts for knee assessments). • Please bring a face covering with you. If you do not have one, then one can be provided. • Please remain outside the clinic until called, following social distancing guidelines. 	<ul style="list-style-type: none"> • On entering, please wash your hands or help yourself to the hand sanitiser available. • Our reception staff aren't working onsite at the moment to reduce the number of people in the building. We ask that you pay before your treatment (if applicable), ideally by online banking. • We have spaced out our appointments for reduced foot traffic and extra cleaning time. 	<ul style="list-style-type: none"> • Remember, in order for us to provide you with the right treatment it is likely that we won't be able to adhere to social distancing recommendations. • Your Physiotherapist will be wearing Personal Protective Equipment (PPE). • All areas are cleaned and disinfected between each patient.

BEFORE YOUR APPOINTMENT

To ensure you have all the information easily to hand, we will email the key points before your appointment – including who you will be seeing and the cost of your treatment.

If you are new to the clinic, or haven't been for a while, we will ask you to digitally complete and return a medical history form. Everyone will be asked to complete a COVID-19 risk assessment form. Please email these back to us if possible, rather than printing and bringing it with you.

We need to conduct all initial assessments remotely and to obtain full consent for a face to face appointment. This can be either online or by telephone. If we both agree a face to face session is appropriate, we will also ask you to digitally complete a consent form to confirm everything discussed.

ON THE DAY OF YOUR APPOINTMENT

Before you depart for the practice, we ask that where possible you have already visited the lavatory and ensured you are hydrated. It is important that you bring as few belongings as possible to reduce surface contact.

When you arrive, the doors may be locked, so please stay in your car or outside of the practice (whilst maintaining social distancing protocol) and we will let you know we're ready for you to enter the clinic.

To minimise risk, please ensure you attend your appointment alone unless you require assistance or are supporting a child or someone vulnerable.

We are encouraging remote payments (online banking transfer from home) so where possible please do not arrive with cash.

ENTERING THE CLINIC

Once you have been invited into the practice, you will be asked to wash or sanitise your hands, correctly place your face covering on, remembering to put it over both your nose and mouth.

No other patients will be in the waiting room and you will be shown straight through to the treatment room.

Before you enter the treatment room, please place your coat and bag on the hooks provided.

TREATMENT ROOM

Your therapist will be wearing extra PPE to provide your treatment, as they cannot adhere to social distancing recommendations. This will include an apron, gloves, a face mask and eye goggles, as advised by our governing body. This may mean that it is more difficult to see our faces but please be reassured that it is the usual friendly Marple Physio team.

Each treatment room will be thoroughly cleaned after each patient.

AFTER YOUR APPOINTMENT

When your treatment is complete, please wash or sanitise your hands and collect your belongings. If you have any questions after the appointment, we will be able to call you to discuss this further as our aim is to minimise your time in the practice, for your own safety.

We hope that this information reassures you that every step has been taken to ensure the safety of you and our team. This is our priority as we welcome you back into our clinic and return to providing you with our usual excellent level of care that you know to expect from Marple Physiotherapy.

**If you have any questions at all, please do not hesitate to contact us on 0161 426 0100
or email at enquiries@marplephysio.com**