



Our Covid -19 Statement and Information

In line with updated guidance from Public Health England and the Chartered Society of Physiotherapy (CSP) SRC Physio is able to offer Face to Face appointments for patients in a COVID-19 safe environment for our patients and staff.

Virtual appointments for the initial consultation are available as follows:

- For those at high risk
- Self isolating/shielding
- Those who would prefer a virtual appointment

Virtual follow up appointments are available if preferred.

Before your appointment

You will be required to complete an online screening questionnaire regarding any COVID-19 symptoms and we ask that you advise us if anything changes.

On the day of your appointment

Please do not arrive more than 5 minutes before your appointment. We ask that you wait outside or in your car until the physiotherapist greets you for your appointment.

We would request that you avoid bringing friends or family to your appointment. Please advise us in advance if you require a guardian, chaperone carer or translator to attend with you.

Our capacity for patient appointments has been reduced and staggered to facilitate social distancing and allow time for cleaning between patients.

We are sorry, but toilets will not be available for use by visitors and drinking water will not be available.

Please contact us, and do not attend an appointment if, in the 14 days prior to your appointment, you have had any COVID-19 symptoms including fever, shortness of breath, loss of sense of taste or smell, dry cough, runny nose or sore throat or have been in close contact with anyone with confirmed COVID-19 or if you should be self-isolating under current government guidelines.

Entering the clinic

Please enter directly into the clinic. Our waiting area is not available at present, so do not use the main entrance of the Business Centre.

You will be required to sanitise your hands on arrival.

We may ask that you wear a face covering during the appointment and can provide a mask if needed.

Please do not bring lots of belongings into the treatment room and, if possible, come ready changed for your appointment.

Your Physio Session

SRC Physio is taking all reasonable steps to minimise any risks to patients (including observing social distancing measures, infection control and PPE) however, physiotherapy often requires close physical contact (<2m for >15mins) which may increase the risk of exposure to and transmission of COVID-19.

The physiotherapist will wear PPE in line with current guidance.

The clinic room will be cleaned thoroughly in between every patient, with deep cleaning taking place weekly.

Payment

Payment should be made by contactless card payment at the end of your appointment or BACS payments (in advance).

Your Physiotherapist

Will not see any client if they have had any of the following symptoms in the 14 days prior to your appointment: fever, shortness of breath, loss of sense of taste or smell, dry cough, runny nose or sore throat.

Confirms that to the best of their knowledge, they have not been in close contact with anyone with confirmed COVID-19 in the 14 days prior to your appointment.

COVID-19 and Risks

SRC Physio's Standard Operating Procedures are in line with Public Health England and CSP advice and recommendations.

Please ensure you are up to date and aware of the risks related to coronavirus-Covid-19. Get the latest government and NHS information and advice about coronavirus here:

<https://www.gov.uk/coronavirus>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Concerns or Questions

We aim to make your visit as safe and as comfortable as possible. If you have any concerns or any questions, please contact us by telephone 07767 848255 or email srcphysio@icloud.com

Updated 13 August 2020