



COVID-19 Information

In line with guidance from Public Health England and the Chartered Society of Physiotherapy (CSP), as a healthcare provider SRC Physio is able to offer face-to-face appointments in a COVID-19 safe environment for new and existing clients from both England and Wales.

We will discuss your symptoms with you prior to booking an appointment to assess if a face-to-face appointment is appropriate.

Virtual appointments are also available and these will be offered if you are at high risk, have been advised to self-isolate or shield or would prefer a virtual appointment.

Before your appointment

Any patients wishing to book for a face-to-face consultation will be screened initially by telephone and/or email regarding any COVID-19 symptoms. On confirmation of the appointment, you will be required to complete an online screening questionnaire. Please advise us if anything changes prior to any face-to-face appointments.

On the day of your appointment

Our waiting area is not available at present and entry is direct into the clinic.

Please do not use the main entrance of the Business Centre.

Do not arrive more than five minutes before your appointment: we request you wait outside the clinic or in your car.

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.

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 that toilets will not be available for use by visitors and drinking water will also not be available.

Please contact us, and do not attend an appointment if, in the fourteen days prior to your appointment, you have had any COVID-19 symptoms including high temperature, a new continuous cough, a loss or change of sense of taste or smell or have been in close contact with anyone with confirmed COVID-19, or if you should be self-isolating under current government guidelines.

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 COVID19. We will ask all patients to confirm they are aware of this issue prior to attending a face-to-face appointment.

The physiotherapist will wear PPE in line with current guidance.

The clinic room will be cleaned thoroughly in between every patient.

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 he or she has had any of the following symptoms in the fourteen days prior to your appointment: high temperature, a new continuous cough, a loss or change of sense of taste or smell.

Confirms that to the best of their knowledge, they have not been in close contact with anyone with confirmed COVID-19 in the fourteen 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://gov.wales/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 on 07767 848255 or email srcphysio@icloud.com

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