

COVID-19 and re-opening changes:

Following recently updated guidance (24th June 2020) from NHS England and the [Chartered Society of Physiotherapy](#) we are pleased to announce that we shall be able to offer 'face to face' consultations, where clinically appropriate and necessary, from Sunday 12th July 2020 at selected times. We shall also continue to offer remote consultations for patients. Any patients requesting a 'face to face' consultation will first receive a brief telephone consultation from one of our clinicians to assess clinical need and screen for any additional risk factors.

Where assessed (using our face to face treatment guidelines) as appropriate, patients will be offered a face to face consultation. After the initial face to face consultation it will be agreed between the patient and therapist whether future treatment sessions can be delivered remotely or will be a need for ongoing face to face sessions

Hygiene – All reasonable infection prevention and control measures are in place and compliant with [Public Health England guidelines](#)

Confidence – Patients, staff and general public can have confidence of Sport and Spinal Physiotherapy's ongoing strong commitment to ensure all safety measures are in place and followed at all times

Communication – We will be forthcoming with communication to patients, staff and general public at all times – via website updates, newsletters, direct communication with all patients booking to attend and on-site information from staff

The health and safety of our patients and staff are always paramount. Since the first day of lockdown we have been busy preparing for the re-opening of our clinic to ensure patients and staff can return to our clinics with confidence.

We have been preparing thorough risk assessments for every aspect of our clinic environment and the patient journey to ensure we provide the cleanest and safest environment possible. We have been in contact with industry experts to ensure that our infection prevention and control

measures along with PPE (personal protective equipment) not only complies with current guidelines and protocols, but also to minimise any risks of transmission of COVID-19 during treatment sessions. We will continue to follow the guidelines set out by the government and NHS England and respond to any changes to ensure we comply with all the necessary social distancing and personal protective equipment (PPE) protocols

1. The treatment room at Northern Ballet will be undergoing regular deep cleans to ensure we maintain highest levels of hygiene within the clinic. Industry recommended virucidal disinfectant cleaning products will be used to minimise the risk of contamination. Equipment and room to be cleaned by staff between patients to minimise risk.
2. Face to face appointments will only be offered to patients where effective treatment cannot reasonably be carried out remotely – patients will receive telephone screening consultation to assess clinical need. No patients will be treated face to face if they are shielding or have anyone at home who is shielding or at high risk. They will complete a written consent form for face to face treatment prior to their appointment. See guidelines for assessment for face to face and CSP Flowchart.
3. All patients and staff are advised not to attend our clinic if they are **displaying possible signs of COVID-19** or if they should be self-isolating under current government guidelines. Patients and staff will be screened before their appointment to ensure they do not have any Covid-19 symptoms
4. All staff and patients will be temperature checked on entering the clinic and advised not to enter if their **temperature is greater than 37.8 patients will complete a screening questionnaire prior to treatment and also have a virtual assessment**
5. Patient where possible will wait in their car until the time of their appointment and then be directed to the treatment room. They must not bring anyone else into the room with them.
6. Our clinicians will be wearing all the **necessary PPE** including scrubs, surgical masks, gloves and aprons at all times during your appointment. If there is any chance of 'splash back' from bodily fluids e.g. during exercise, acupuncture or manual therapy, your clinician will wear a visor or eye protection. Washing of clinicians hands will be in accordance with NHS

standards between each patient along with using alcohol gel.

7. We will be operating a significantly reduced service to minimise the number of patients during a single clinic

8. Between each patient we will allow 5-10 minutes to deep clean all surfaces using virucidal disinfectant and change the necessary PPE

9. Treatment room windows will be open throughout the clinic for ventilation

12. Where possible we will try and limit manual treatment to 15 minutes during a face to face consultation.

13. All staff will travel to work in their own cars not using public transport. Staff will change into their work clothes only on arrival at work.

14. The clinic rooms will be deep cleaned between staff changes.

15. Self -funding patients will be asked to make bank transfers remotely for payment rather than use card machines.

16. Ensure the checklist is followed before and after the appointment

17. Patients not to bring bags into the treatment room. A plastic wallet will be given to keep your phone and keys in.

18. The toilet only to be used if necessary, and to advise therapist in this event to enable cleaning following use