

## **Physiotherapy re-opening plan and patient information**

### **Please read this prior to attending your appointment**

Following recently updated guidance (21st May 2020) from NHS Scotland and the [Chartered Society of Physiotherapy](#) we are pleased to announce that we shall be able to offer face to face (F2F) consultations, where clinically appropriate and necessary, from Monday 27<sup>th</sup> July 2020 at selected times. We shall also continue to offer remote consultations for patients. Any patients requesting a F2F consultation will first receive a telephone or video consultation to assess clinical need and screen for any additional risk factors.

If assessed as appropriate, patients will be offered a F2F consultation. After the initial F2F consultation, it will be agreed between the patient and therapist whether future treatment sessions can be delivered remotely or as F2F sessions.

### **We are applying 3 principles for re-opening – Hygiene, Confidence and Communication**

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

**Confidence** – Patients, clinicians and the general public can have confidence in our strong commitment to ensure safety measures are in place and followed at all times.

**Communication** – We will be forthcoming with communication to patients and the general public. All patients will be triaged remotely by phone or video consultation prior to booking an on-site visit.

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

**Please read the procedures below prior to attending your appointment.**

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**Procedures to be followed for F2F consultations:**

- **What you should bring with you: face covering and a pen** to sign consent forms. You need to be appropriately dressed for the consultation. Bring as little personal belongings as possible.
- **Remote versus F2F consultations:** F2F appointments will only be offered to patients where effective treatment cannot reasonably be carried out remotely. Patients will receive a telephone or video screening consultation prior to being offered a F2F appointment in order to discuss COVID-19 risk factors, and whether a F2F appointment is clinically justified or not. The benefits of F2F need to be greater than the risks of infection transmission. These discussions, and the decision, will be documented in clinical records.
- **Cleaning and infection control:** We are increasing the level and frequency of cleaning for the clinic. Our clinic will undergo regular cleans after each patient to ensure we maintain highest levels of hygiene. Industry recommended virucidal disinfectant cleaning products will be used to minimise the risk of contamination.
- **Screening:** patients will not be allowed 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 will be screened by phone or video call before their appointment to ensure they do not have any Covid-19 symptoms, and to discuss COVID-19 risk factors.
- **Arrival at the practice:** the front door of the practice will remain locked. Patients are asked not to arrive early for their appointments, and should wait in their car in the carpark until their allocated appointment time. We will look out for you, or phone you to let you know that you can enter the practice. Patients will come in on their own, unless a carer or guardian is required. The carer or guardian would have to be screened for COVID-19 by questionnaire at the time of booking the appointment by phone or video call, and will need to observe social distancing rules (2m) in the consultation room. Patients are asked to bring as little belongings as possible.
- Patients will be temperature checked on entering the clinic and advised not to enter if their [temperature is greater than 37.8](#).
- **Face covering:** patients are asked to wear a face covering when entering the practice, and during the consultation, if this does not intervene with treatment procedures.
- **Rules on entrance:** all patients will be asked to sanitise their hands with alcohol gel when entering and leaving the clinic. Alcohol gel will be provided on entry and exit of the clinic.
- **Waiting room:** seats are available in the waiting room, with social distancing tape in place. Surfaces will remain clear, with no newspapers, magazines, or any items.

- **Patient toilet:** the patient toilet is out of use to minimise surface contact viral spread, unless it is absolutely necessary for a patient to use it.
- **Consent and screening forms:** you will be asked to sign the screening and consent forms on arrival. Please bring your own pen if possible. Otherwise, a pen which has been cleaned will be given to you.
- **Consultation:** I will be wearing all the [necessary PPE](#) including surgical masks, gloves, and aprons 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. During the treatment session, where possible, social distancing will be maintained at 2 metres.
- **F2F session length:** We will be operating a significantly reduced service to minimise the number of patients in the clinic at one time. Appointments will finish sharply the end of the 45-minute treatment session, allowing a 20-minute period where the clinician will ventilate the room, disinfect surfaces and any clinical equipment used with a virucidal cleaning product.
- **Leaving the practice:** patients will wear face covering and sanitise their hands with alcohol gel before leaving.