**We are re-opening.**

I am pleased to announce that we are reopening!!! Thank you so much for your patience and support throughout this time, we cannot wait to welcome you back.

Following the recently updated guidance 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 the 1st of June 2020 at selected days and times.

Any patients requesting a ‘face to face’ consultation will first receive a brief telephone consultation from Faye, to assess the clinical need and screen for any additional risk factors. Patients who are assessed as appropriate will be offered a face to face consultation. Patients will be sent a Covid-19 consent form via email to sign and email back prior to their session, otherwise the session will not take place. 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.

The health and safety of our therapists and patients is paramount to Faye Pattison Physiotherapy, therefore all infection prevention and control measures are in place and are compliant with Public Health England guidelines. The clinic is committed to ensuring all safety measures are followed at all times for both therapist and patient by formalising new guidelines and procedures that must be followed.

Since lockdown Faye has been busy planning, buying and preparing for the clinic’s reopening. She has been preparing thorough risk assessment of every aspect of the clinic environment and the journey that the patient takes through the clinic to provide the cleanest and safest environment possible. Some of the new items and products that you will see in clinic are:

Plastic washable pillows

Disposable one patient use pillowcases

Touchless hand sanitiser dispensers for each room

Touchless soap dispensers for each room

Contactless thermometer

A contract with County Linen to supply clean towels and scrubs daily

PPE for therapist and patients

Faye Pattison Physiotherapy 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.

Eight points you need to be aware of:

1. Cleaning will take place between every patient and the clinic will under go deep cleaning when the clinic is closed. Products used will be Clinell, which are an industry recommended virucidal disinfectant. There will be a gap of 15 minutes between appointments to allow this to take place.
2. Face to face appointments will only be offered to patients where effective treatment cannot reasonably be carried out remotely.
3. Only one therapist will be working in clinic at one time, to prevent patient cross over to adhere to the social distancing rules.
4. All patients and therapist 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 therapist will be screened before their appointment to ensure they do not have any Covid-19 symptoms
5. All staff and therapist will be temperature checked on entering the clinic and advised not to enter if their temperature is greater than 37.8
6. The waiting room will be closed. Please wait in your car until your therapist rings your mobile to invite you in to attend your appointment. There will be no refreshments provide, so please bring your own drink if needed. The toilet will be closed. If this is needed please ask your therapist.
7. Therapist will be wearing all the necessary PPE including surgical masks, gloves and aprons at all times during your appointment. A face shield will be worn when performing acupuncture or intramuscular stimulation. This will be changed between appointments.
8. We will ensure that these measures will not impact the standard of care that you will receive.

We wish for you all to return with the upmost confidence. Faye Pattison Physiotherapy is committed to your safety and transparency in how we operate. If you have any questions in regard to the above, then please do not hesitate to contact Faye Pattison directly on info@fayepattison.com

We look forward to seeing you again.

References:

https://www.csp.org.uk/news/coronavirus/clinical-guidance/face-face-or-remote-consultations/guidance-england

https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control

https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe

https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-general-advice