

The Patient Journey – Leeds, David Lloyd

We are delighted to announce that our Leeds and Ilkley Clinics are open with full services. We look forward to welcoming you back.

As you might expect, to make the clinic safe for our patients and staff, we have had to make some changes to the way we work. We have set out below important changes to the way we will operate. Please read this note through as we have had to implement new measures that will impact any visit to the clinic. If you have any questions please let us know - where we can, we will be happy to accommodate your concerns.

Please be assured that we are taking full account of current government and national body recommendations. We want to assure you, that despite these new arrangements, you are our priority and will continue to receive the full attention and expertise of our Physios.

Before your appointment at the Clinic

You will already have received an email link to your registration form which directs you to read this patient journey. There is also a link to our Covid-19 screening form which you will be asked to print off prior to your first visit. This will be signed and dated when you are temperature checked on each entry to the clinic.

Please note that some **initial** appointments will be **virtual** based on the screening information that you have provided. This will be decided at the triage call that your physiotherapist will make prior to you attending our clinic.

Clinic appointments

Arrival - Please report to the main David Lloyd reception 5 minutes before your appointment time. The receptionists will verify you as a client of Physio Action before allowing you to enter the leisure club. Please make your way downstairs towards the clinic. **Your Physio will meet you just outside the clinic door at the time of your appointment.**

Our uniform - Your Physio will be wearing full PPE, including a face mask. We realise this may seem impersonal but, we hope you'll understand, it is for everyone's safety.

No Changing Facilities— **please come dressed appropriately for your appointment.** For reference, the toilets upstairs are available for patient use.

Temperature Checks – before your appointment can proceed, your Physio will perform a forehead temperature check. This does not require contact and is almost instant. Unfortunately, if you are showing a high temperature, we will not be able to treat you on that day.

Hand Sanitiser and Masks – following a satisfactory temperature check we will ask you to sterilise your hands with sanitiser and to put on a face mask. We will provide both sanitiser and do have a supply of face masks (*increased surcharge if we supply one) but you are welcome to bring your own *clean* mask. To fulfil our obligations, we do require that *you wear your mask for the duration of your time in the clinic.*

Your belongings - There will be a box available in each treatment room for you to place your belongings in.

Clinic Hygiene – Please note there is a gap between appointments to allow for the rooms and surfaces to be thoroughly cleaned.

Towels - **Please bring 2 of your own clean towels (1 x small and 1 x large) to place on the physio bed for your comfort.**

Payment – Please note that we can only accept payment by **bank/credit card** or **via the secure stripe payment system**. We are currently unable to accept cash. *A small surcharge of £2.00 (*£3.00 if we supply you with a face mask) will be added to your appointment charge to cover the costs incurred by us in order to protect your safety and of those around you.*

We realise that the above arrangements are not ideal and may cause some inconvenience. However, we very much look forward to welcoming you back into the clinic and assisting with your treatment. If you have any questions or concerns, please give us a call on 0113 2687578.