

## The Patient Journey – Ilkley Tennis & Squash Club

The Physio Action Clinic at Ilkley Tennis Club remains open and largely unchanged in its operation despite the recent Government update .

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

Prior to your appointment we will send you a confirmation email and a copy of our COVID-19 Screening Form. You will be asked to complete the screening form with your Physio at the initial appointment. Where subsequent appointments are face-to-face, you and your Physio will again update the screening information.

Please note a physio will be in touch with you to run through our triage questions to confirm if a face to face appointment is appropriate. Virtual appointments can be made if deemed more suitable as an initial consultation. These can be converted to face to face sessions at a later date but the triage will enable us to assess your treatment needs and agree how we might conduct any subsequent appointments.

### Clinic appointments

**Arrival** - Please arrive at the Ilkley Tennis & Squash Club's main entrance at your appointment time and **your physio will open the door for you**. The main clubhouse is closed to members so please do not be surprised that the door is closed as we will be operating a one-way system.

**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 note that, for the time being there will be no access to the changing rooms downstairs so **please come dressed appropriately for your appointment**.

**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 you will be asked to swap your mask to a new/clean surgical mask on entrance , both of which your physio will be able to provide. To fulfil our obligations, we do require that *you wear one of our masks for the duration of your time in the clinic*. This will be applicable to every appointment to maximise your safety.

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

**Appointment Times** - Each treatment session will be 45 mins long and the rooms and surfaces will be thoroughly cleaned between each appointment.

**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 secure stripe payment system**. We are currently unable to accept cash. *A small surcharge of 3.00 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.