

## 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

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. **If there are any queries arising from these questions or you have any symptoms of COVID 19, it is essential to call us prior to your appointment to discuss these with our team.** The form will be signed and dated when you are temperature checked on each entry to the clinic.

Please note that some **initial** appointments may be **virtual** based on the screening information that you have provided.

### Clinic appointments

**Arrival** - Please arrive at the Ilkley Tennis & Squash Club's main entrance at your appointment time and **your physio will come and meet you** .

**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 the sanitiser provided. You will be asked to exchange your mask for one of our new surgical masks ( as per our guidelines). To fulfil our obligations, we do require that *you wear a 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.

**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 £3 will be added to your appointment charge to cover the costs incurred by us in order for us 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.