

The Patient Journey

In accordance with our clinical guidelines and national body recommendations, we have set out below important changes to the way we currently operate. Please read this note through as we have had to continue with some measures that will impact a visit to any of our clinics. If you have any questions, please let us know - where we can, we will be happy to accommodate your concerns. 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. **If there are any queries arising from these questions it is essential to call us prior to your appointment to discuss these with our team.**

Clinic appointments

Clothing - Please come dressed appropriately for your appointment.

Masks – We are no longer required to wear a mask whilst you are in any of our clinics. It is at your discretion if you wish to wear one of your own.

Payment – Please note that we prefer payment by **bank/credit card** or **via the secure stripe payment system**.

Leeds, David Lloyd:

Arrival - Please report to the main David Lloyd reception 5 minutes before your appointment time. The DL 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.

Guiseley, Wharfedale Clinic:

Arrival – Please arrive at the main entrance of the building at the time of your appointment. There is a small waiting area inside the door, please let the receptionist know that you have arrived.

Ilkley Tennis & Squash Club:

Arrival - Please arrive at the main reception where if there is a receptionist on duty then they will let you through the gate or, if not, please press the screen on the iPad to call a duty manager. Please then take a seat on the chairs outside the treatment room.

Harrogate Fitness & Squash Club (HFSC):

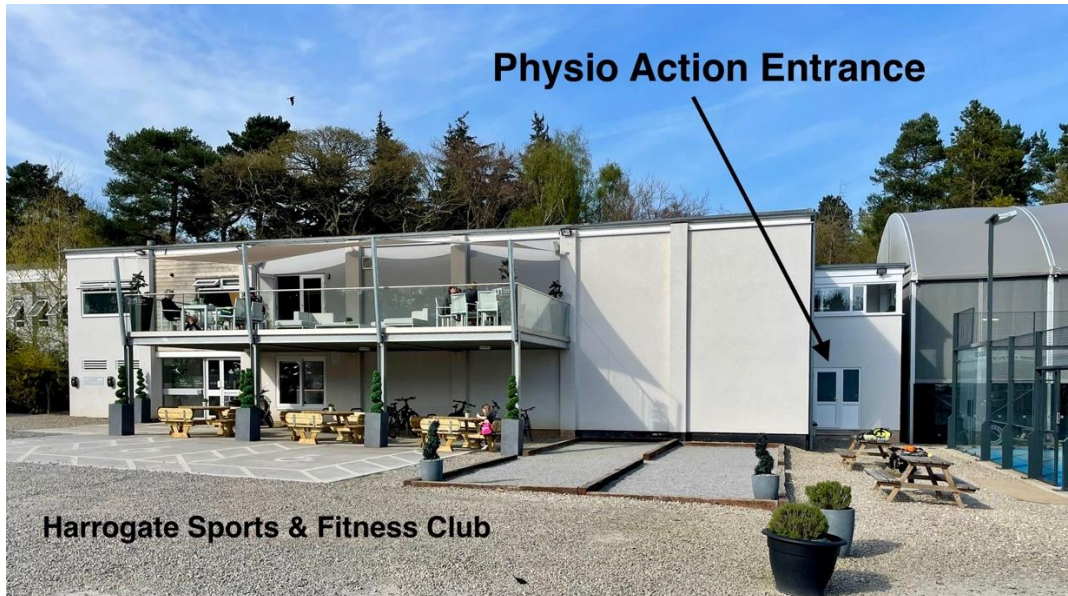
Arrival – There are two possible entrances. At the right-hand side of the building (see picture below) or, if using the main entrance, please walk straight ahead through the open door, turn right, walk past the gym and squash court and take a seat at the end of the corridor by the yellow dog sculpture (!).

We look forward to welcoming you to our clinics and assisting with your treatment.

If you have any questions or concerns, please give us a call on 0113 2687578.

Harrogate Sports & Fitness Club
Hookstone Wood Road
Harrogate
HG2 8PN

Harrogate Treatment Room Directions



On arrival, please use the 'Physio Action Entrance' at the right-hand side of the building.

