



## The Patient Journey

### 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** We Are now based in Saks which is immediately on the left as you enter the Leisure Club. During the salon opening hours you can make your way down to our reception which is clearly signed. At all other times there will be guidance on the door as to where to wait and one of the team will come and get you at the time of your appointment.

#### Chapel Allerton:

**Arrival** On entering the building our clinic is based immediately on the left as you come through into reception. Take a seat inside and your physio will come and get you at the time of your appointment.

#### 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.**

