

Details of new procedures to protect against transmission of Covid-19

Dear patient,

For the foreseeable future your practitioner will be seeing people at temporary address in the West End of Newcastle. New rules are being implemented for visitors to follow for their safety and the safety of others. Please read. If you have any further questions please ring 07896229384.

Social distancing

All visitors to the clinic will be asked to maintain a two metre distance where possible. The only exception to this is when your treatment is being undertaken.

For social distancing reasons, unless you require assistance for specific support and care needs, you are asked to come alone for the appointment where possible unless a chaperone, parent or carer is required. Please leave accessory items (bags and coats) in the car, or travel with as little as possible.

Before arrival

You will be contacted prior to your appointment, preferably by video link (facetime, WhatsApp, zoom) or by phone, text or email to undertake a risk assessment and initial health consultation/catch up with your current health situation.

If between this contact you, someone you live or you have had contact with someone who develops symptoms of Covid-19 by the time of the appointment, please contact your practitioner before attending the clinic.

Entering the Clinic

Patient arrivals and departures have been spaced out so you do not come into contact with each other.

- You will receive a specific time for arrival. It would be appreciated if you could come to the clinic at exactly that time.
- You will be asked to remove your shoes on entering the clinic.
- Use of toilet facilities will be kept to a minimum.

Hand Sanitising

You will be asked to sanitise your hands immediately upon entering the clinic. You will be directed to the appropriate facilities. Please also sanitise your hands before leaving.

Face mask and respiratory hygiene

You will be provided with a surgical fluid resistant mask on entering the clinic, to be kept on until you leave. If you need to sneeze or cough while attending, please do so into a disposable tissue and throw it away immediately. Please sanitise your hands immediately after doing so.

Your practitioner will also wear a surgical fluid resistant mask, visor and apron and frequently washing and sanitising hands.

30 mins will be allowed between patients to clean the treatment room etc and to ventilate the treatment room with fresh air.