



CORONAVIRUS: HOW TO PREPARE FOR YOUR FACE-TO FACE-APPOINTMENT

AS THE GOVERNMENT ANNOUNCE THE EASING OF CORONAVIRUS RESTRICTIONS, WE AT WELBECK HEALTH ARE ADAPTING TOO. MINIMISING THE RISK OF INFECTION TRANSMISSION IS STILL OUR TOP PRIORITY, SO WE ARE CONTINUING TO FOLLOW ALL THE GUIDELINES LAID OUT BY OUR PROFESSIONAL BODIES. WE ARE CONFIDENT YOU ARE AWARE OF THE RISKS INVOLVED IN ATTENDING A FACE-TO-FACE APPOINTMENT DUE TO THE CLOSE CONTACT REQUIRED FOR TREATMENT, SO PLEASE READ THE INFORMATION BELOW.

N.B: THE OPTION TO ATTEND A 'REMOTE APPOINTMENT' IS STILL AVAILABLE, SHOULD YOU SO WISH.

6 THINGS YOU NEED TO KNOW.

- 1. WAITING.** The waiting room is now open, so no more standing in the rain! If you don't feel comfortable using the waiting area, you are welcome to wait in the corridor outside the clinic room or in the street. **Don't forget to use the buzzer.**
- 2. APPOINTMENTS.** We are no longer staggering appointment times. This means we can open more 1hr appointment slots (yay!). Please remember to wash your hands or sanitise on arrival.
- 3. PRE-ATTENDANCE QUESTIONNAIRE.** The questionnaire has been updated and thankfully shorter than the previous one (sigh of relief from those of you who had to complete it). It will be sent to you 24 hours before your appointment by email. It's essential you complete and return it to us the **NIGHT BEFORE** treatment. If you don't return it, then we will need to chase you, so please send it back!
- 4. TRAVEL.** Please continue to travel to clinic the safest way possible, i.e.
 - By foot
 - By bike (this is how we are travelling)
 - By car (if parking is a problem, you may want to try the 'JustPark' app?)
- 5. KIT.** Please bring:
 - Clothes that allow us to observe your body when moving, keep you cosy when lying on the table and allow us access to your body for hands-on work.
 - We won't be able to use towels or the blanket for the time being (we know some of you love that blanket!). If you struggle with the cold, consider bringing a towel/blanket from home.
 - It is still advisable that you wear a face mask. If you prefer not to, we can discuss when you arrive, and implement additional safety measures e.g. we wear a visor and mask.
- 6. YOUR SAFETY:** We will be:
 - Wearing PPE (gloves & face mask) as recommended by our professional bodies and can risk assess additional PPE usage.
 - Continuing to follow stringent cleaning procedures to all contact surfaces and aerate the room.
 - We may do another quick health screening on your arrival. If anything is flagged up, we may take your temperature. If it is above 37.8 degrees you may be asymptomatic but infectious, and we will have to end the session and recommend you seek assistance via <https://111.nhs.uk/covid-19/>.
 - To help assist in social distancing, please exit via the ground floor fire door (next to the fire place in the foyer). Push the grey lever down and remember to shut the door behind you.

THAT'S THE LOT! THANK YOU FOR READING.