



TEIGN PHYSIOTHERAPY

In this ever changing COVID-19 landscape, currently, Teign Physiotherapy is open but, with changes to how we operate. This is to ensure your, and our therapists, safety.

Guidance provided by our professional body: The Chartered Society of Physiotherapy (CSP), the Government, Public Health England and The Health Care Professions Council (HCPC) direct our practice and we respectfully ask for your patience and understanding during this period.

We are currently practicing a 'Virtual First' approach. This means, if you need our professional care, no matter what the problem is, you will need to have an initial, virtual, consultation in the first instance. Virtual can mean video, telephone or email consultation.

Face to face appointments are available where a clinical need is identified during initial, virtual, consultation. Clinical need is assessed using COVID-19 screening questions, your therapist's professional judgement, and consideration of patient preferences.

If a face to face appointment is appropriate, the increased risks with face to face, the mitigation of those risks in clinic, appointment procedures, including cleaning processes, PPE etc. will be discussed with you before making a joint decision to proceed with a face to face appointment or, to continue virtually.

We have had to adjust our pricing to accommodate the extra time and efforts involved in this new way of working.

As part of this update, we want to ensure that patients are aware of the measures that have been put in place to allow face to face appointments to happen safely and effectively, where they are appropriate.

Risk assessments have been completed to cover all aspects of physiotherapy practice at Exeter Street, Teignmouth, and Barton Health Hub, Dawlish.

Adaptations have been made to how the practice is run to mitigate risks to patient or therapist, where potential hazards in relation to infection prevention and control have been identified.

The therapist will be checking their temperature before leaving for work and, of course, will not see patients if a high temperature is recorded or, there are any other signs or symptoms of COVID-19.

Patients will be asked to have their temperature checked using a non-contact thermometer on entry to the clinic. Anyone who has a temperature that is higher than normal will not be able to enter and will be advised to return home, monitor their condition, and follow NHS guidance for potential COVID-19 infection.

If a patient's temperature is normal, they will be invited to wash or sanitise their hands using our facilities and take a seat, two metres away from the therapist. COVID-19 screening questions will be asked before commencing the assessment/treatment session.

Personal Protective Equipment (PPE) will be worn by the therapist and, patients will be invited to wear a face covering. If you do not have your own, we can provide one.

Appointments are now scheduled to allow a 15 minute gap between patients to prevent cross over and, to allow time for thorough cleaning of all equipment and surfaces in areas used. Please do not arrive early for your appointment at Teignmouth.

For Dawlish appointments, you will be asked to telephone the therapist from the car park so the therapist can complete the temperature check before escorting you in to the clinic room.

Additional, informed, consent is being sought from all patients during this period. This is a requirement from our governing bodies to demonstrate risks have been identified, mitigated, discussed and, that both patient and therapist are happy to proceed with face to face assessment and treatment.

Good hand hygiene practices before and after contact with surfaces (including your face), and social distancing, continue to be the gold standard in preventing the spread of COVID-19.

If you are unsure of what you need or what to do, give us a call/drop us a line and we can guide you through.

Thank you for your patience and understanding.

Best wishes, stay safe.

Jess