

Putting Patient's Health First

It will be the responsibility of the clinician in attendance at each clinical session to ensure that the health of the patient is made the first concern for all staff.

All COVID-19 protocols and other current practice policies must be adhered to
Some of the changes to expect:

- 1) Patients will be screened before being seen – via telephone call or emailed a questionnaire. We will first make contact with the client and within the confines of patient confidentiality will establish need for appointment
- 2) All clients and patients will be screened over the telephone, or via an online consultation for current feverish illness, for cough or viral symptoms in the last 7 days or within a household or in close contact with another person who has had symptoms within the last 14 days and given advice to self isolated or quarantine in line with current government guidance
- 3) All 2 week reviews (aftercare appointments) will be conducted online, unless there is a complication, which must be seen face-to-face
- 4) We will ask clients to pay for their treatment online prior to their appointment. This will reduce the contact within the clinic
- 5) Pre-care, aftercare and appointment details will be sent via email (in accordance with GDPR guidelines)
- 6) On arrival at the clinic, clients will have their temperature checked by the clinical team via a non-touch thermometer
- 7) Only one patient at a time will be allowed in the waiting area. No more than two clients can be within visual contact of each other at any one time in the clinical area
- 8) Please note, that you will not be able to bring a friend or relative with you to your appointment, but there will be a member of staff to act as a chaperone
- 9) Clinical staff will receive antibody testing monthly
- 10) Only one client into the clinical area at any one time
- 11) One staff member in clinical area and the other staff member in reception area
- 12) Staff change into uniform when they arrive into the clinic and then will change back at end of day before returning home. Fresh work uniform everyday will be worn
- 13) Full PPE will be worn by the team in accordance with PHE guidelines and local best practice rules
- 14) Where appropriate the clinic will provide clients with PPE as per PHE guidelines and local best practice rules. We would be grateful if clients would bring their own masks but we will have spare ones if you forget
- 15) All patients will be provided with viricidal hand cleanser on arrival and departure
- 16) Please bring along your own water and make sure that you have eaten something within an hour of your appointment

Social Distancing protocol for staff

The protocol must be read by all staff and confirmation recorded by Practice Manager before any member of staff can join the clinic rota

Responsibility for monitoring lies with the lead receptionist during each clinic session

Any breeches will be reported to the practice manager who will have the power to remove that member of staff until re-training has taken place

Each member of staff is obliged to keep a minimum distance of 2m between staff members and clients at all times unless there is a clinical need

All staff have completed a Covid-19 health and safety course

Product sales will be conducted online, and products will be posted or delivered.

Clients will have access to a reporting system if they feel that any measures are being neglected by members of the team

Working Record protocol

A register will be maintained of those working in any clinical session so contact tracing can be enabled rapidly.

Where possible, staff working in the reception area must not enter the clinical areas of the building