



COVID-19 POLICY – Physio Barn June 2020  
Stephanie Hewitt  
Practice Owner/Lead Clinician

## **Standard Operating Procedure (SOP) for booking and undertaking essential Face-to-Face consultations at Physio Barn**

### **1. Introduction**

Physio Barn has aligned itself with current NHS guidelines. NHS-England guidance published on the 29<sup>th</sup> April 2020 for managing the second phase of the NHS response to COVID-19 advises that “...services should look to resume routine activity”.

This will be implemented by inviting patients who have been referred by PMI or self-referred to the clinic for a telephone/video consultation for initial assessment.

There will be instances where service users are from protected characteristic groups, or are non-digitally enabled, whereby a remote consultation is not appropriate for them. There will also be cases where services users may need to be seen face to face due to clinical need. In these situations, the patient would be presented with the option of a face-to-face consultation. This Standard Operating Procedure sets out the checks, processes and actions required to be undertaken to facilitate these necessary face-to-face consultations.

### **2. Procedure details**

#### **Prior to booking:**

The decision to bring any patient in should be a **shared decision making process** between patients and treating therapist. The following processes need to occur prior to a face-to-face appointment being made.

- The clinician needs to check the COVID status of the patient, and ensure that the patient and members of their household are not displaying symptoms of COVID-19<sup>1</sup>. (Appendix 1). Only patients who are asymptomatic with no test or asymptomatic with a negative test can be considered for a routine face-to-face attendance at this time.
- The clinician needs to confirm if the patient or any member of the patient’s household falls within vulnerable or shielded categories<sup>2</sup>. (Appendix 2). If the patient or a

Physio Barn, Red House Farm, Red House Lane, Dunham Massey, Altrincham, WA14 5RL

[www.physiobarn.co.uk](http://www.physiobarn.co.uk)

[steph@physiobarn.co.uk](mailto:steph@physiobarn.co.uk)

07766 770069



member of their household is within the high risk group or shielding, Physio Barn is not currently facilitating face-to-face consultations for routine, non-urgent needs.

- Any urgent clinical need will be reviewed by the clinician on a case-by-case basis to assess the level of clinical risk from an MSK perspective with the COVID risk.
- The clinician needs to confirm if the patient will be attending appointments alone, or will they be bringing a relative, carer, chaperone or other aide. Encourage patient to attend alone, but if another individual is required to attend, note their name to hold in case contact tracing required, and provide social distancing advice.
  
- Detail risk to patient associated with F2F attendance
  - Entering into clinical environment – no access to waiting area. Patient to wait in their car until indicated to attend treatment area.
  - Therapist will need to work within 2m, therefore will be in full PPE (mask, apron and gloves.)
  - Social distancing measures will be enforced at all times of attendance with the exception of clinical examination or delivery of intervention.
  - Explain cleaning measures in place around appointments.
  
- The clinician should complete the “Face to face checklist” (Appendix 3), confirming the above checks and information provision has been undertaken.
- Once completed the clinician adds document to patient file.
- The patient is to be instructed to wait in their car until invited into the clinical area.

**Prior to appointment:**

Prior to the appointment, the following message will be sent, along with the accompanying appointment reminder information: -

*Hi XXXX*

*Just confirming your appointment tomorrow at XXXX at Physio Barn.*

*Kind regards*

*Steph*

*During these different times we find ourselves in, I have had to make some changes to how face-to-face appointments run. Please read the following information and let me know if you any concerns or questions:-*

Physio Barn, Red House Farm, Red House Lane, Dunham Massey, Altrincham, WA14 5RL

[www.physiobarn.co.uk](http://www.physiobarn.co.uk)

[steph@physiobarn.co.uk](mailto:steph@physiobarn.co.uk)

07766 770069



*Please do not attend if you, or any members of your household show any signs of COVID-19 i.e high temperature; dry cough; loss of sense of smell and/or taste. Please wait in your car, outside the treatment room, until I indicate it is ok to enter. Please wear a face covering/mask. If you don't have one, then I will provide you with one on arrival. Please keep your face covering in-situ during the appointment. I will invite you to sanitise your hands on arrival and departure. Where possible, please avoid using the on-site toilet facilities.*

*The room is being thoroughly cleaned between patients, including all equipment and furniture. I will be in PPE, consisting of apron, gloves and face mask. Policies are in place in line with public health England recommendations and the latest guidance from my professional governing body. If you would like a full copy of the practice COVID policy, please let me know.*

The clinician is to prepare the clinical area with all required materials prior to the patients arrival to minimise time on-site. Only materials which are required for essential face-to-face appointment sessions should be present in the clinical area to reduce cleaning requirements.

The clinician will ensure the chairs in the clinical treatment area and waiting areas are comprised of wipe-clean materials, as opposed to cloth material seating.

Clinical area needs to be cleaned with all surfaces, treatment couch, chairs, desks, IT equipment, door handles and any other surfaces the patient may come into contact with cleaned with detergent based cleaning wipes.

Full PPE needs to be worn, comprising of a surgical mask, plastic apron, and gloves. Full PPE should be in place prior to greeting the patient at the entrance of the clinic.

National guidance for donning and doffing PPE can be found below.

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

**On patient arrival:**

If the patient brings a relative / other party with them, the clinician will encourage them to wait for the patient outside of therapy suite/inside their car or outdoors. If they do insist on attending, the clinician will ensure there is space in the clinical area for them to be able to maintain social distancing.

The patient should arrive wearing a face covering. If they are not, and do not have one with them, the clinician shall provide them with a surgical face mask.

Physio Barn, Red House Farm, Red House Lane, Dunham Massey, Altrincham, WA14 5RL

[www.physiobarn.co.uk](http://www.physiobarn.co.uk)

[steph@physiobarn.co.uk](mailto:steph@physiobarn.co.uk)

07766 770069



The clinician will instruct the patient to not touch any door furniture or other parts of furniture unless essential to aid mobility. If patient does contact parts of the furniture, the clinician will return and clean with detergent based cleaning wipes once the patient is safely within the clinical treatment area.

The clinician will undertake the clinical appointment, minimising patient contact with room materials.

The clinician will maintain social distancing wherever possible throughout this consultation despite the presence of PPE.

### **Following the session:**

The clinician is to escort the patient out of the clinical area still in full PPE.

The clinician is to return to the clinical treatment area, and all surfaces are to be thoroughly cleaned with detergent based cleaning wipes, still in full PPE.

“Doff” PPE in accordance with national guidance with recommended hand washing at each interval (Appendix 4). Public Health guidance supports aprons and gloves to be single use, so need to be replaced for each patient, but masks and eye protection (if required) are sessional use, therefore these items can be used throughout your sessional clinic.

At the end of session, clinician is to change out of clinical clothing and place directly into own vehicle.

Once home from clinic, the clinician will wash uniform on 60 degree wash.

### **3. Monitoring of compliance with this procedure**

Self-monitoring of policy by Lead and only clinician SH on patient-by-patient basis

### **4. References**

<sup>1</sup> – <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

<sup>2</sup> - <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>

<sup>3</sup> - <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

### **5. Appendices**

#### **Appendix 1: COVID-19 Symptoms and Status**

Physio Barn, Red House Farm, Red House Lane, Dunham Massey, Altrincham, WA14 5RL

[www.physiobarn.co.uk](http://www.physiobarn.co.uk)  
[steph@physiobarn.co.uk](mailto:steph@physiobarn.co.uk)

07766 770069



## **What is Coronavirus COVID-19?**

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow). (World Health Organisation.)

## **Symptoms of Coronavirus:**

The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia).

## **Appendix 2: Vulnerable and Shielded groups**

For the most up-to-date guidance on current “Clinically extremely vulnerable” and “Moderate risk of developing complications from a COVID-19 infection” groups, please review:

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>

Physio Barn, Red House Farm, Red House Lane, Dunham Massey, Altrincham, WA14 5RL

[www.physiobarn.co.uk](http://www.physiobarn.co.uk)

[steph@physiobarn.co.uk](mailto:steph@physiobarn.co.uk)

07766 770069



Please be aware that guidance around these groups is changing in line with the latest scientific advice.

### **Appendix 3: Face-to-Face Checklist**

Please confirm completion of each of the following activities prior to booking a face-to-face appointment:

Action	Completed
Checked COVID status	
Checked if patient or member of household in high or moderate risk group	
Discussed risk factors for attending with patient	
Patient agrees to Face to face appointment following shared decision making process	
Patient Information Sheet sent to patient	
Confirm if patient plans to bring another individual to appointment or attend alone	
Name of other individual attending documented	

### **Appendix 4: Patient Information Sheet**

## **IMPORTANT: PLEASE READ BEFORE YOU ATTEND FOR YOUR APPOINTMENT**

### **PLEASE HELP US TO KEEP YOU SAFE AND WELL**

During these challenging times I am doing all I can to support you and your MSK health needs and this includes attending my clinical premises for physiotherapy appointments.

You will notice changes to how my services are now running including some appointments not being held face-to-face, but possibly via phone or Zoom/FaceTime/WhatsApp video

To help me to help you keep safe and well, I ask you to follow this advice when attending your appointment:

- If you have been unwell with a new cough or high temperature (above 37.8 degrees, feel hot on your back or chest), or have a reduced sense of taste or smell then please do not come to your appointment. Contact me on 07766770069 as soon as possible to rearrange your appointment for when you are well again. Ensure you self-isolate at home for a minimum of 7 days until your symptoms have passed.

Physio Barn, Red House Farm, Red House Lane, Dunham Massey, Altrincham, WA14 5RL

[www.physiobarn.co.uk](http://www.physiobarn.co.uk)

[steph@physiobarn.co.uk](mailto:steph@physiobarn.co.uk)

07766 770069



- If you fall within the “Extremely Vulnerable” or “Moderate Risk” categories as detailed by NHS England ([www.nhs.uk](http://www.nhs.uk)), and this has **not** been discussed with me, please do not come to your appointment. Contact me on 07766770069 to arrange a telephone consultation. If I am aware of this and a face-to-face appointment has been recommended, you are able to attend as planned.
- I politely request that you bring with you and wear a suitable mouth and nose covering while in my clinical premises.
- If possible, come to your appointment alone. If you do need to attend with someone it should be only one other person, who must ensure they are also well enough to attend with you, and not within the “Extremely Vulnerable” or “Moderate Risk” categories.
- You will be asked to wait in your car until indicated
- You will be asked to sanitise your hands on arrival and departure
- For your information, when you attend, I will be wearing the recommended Personal Protective Equipment (PPE) in keeping with the latest Public Health guidance. This comprises of a disposable apron and gloves, and surgical mask.

Thank you for your support

Physio Barn, Red House Farm, Red House Lane, Dunham Massey, Altrincham, WA14 5RL

[www.physiobarn.co.uk](http://www.physiobarn.co.uk)

[steph@physiobarn.co.uk](mailto:steph@physiobarn.co.uk)

07766 770069