

## Pelvic Health Physiotherapy Face to Face Appointments

### Ashford Hospital

We are offering face to face appointments at Woking Leisure Centre, River Bourne Health Club and Ashford Hospital for the foreseeable future.

Due to the recommended government guidelines, your appointments will look a little different to normal. This document is to talk you through what to expect before and during your appointment.

When booking your appointment you will be screened for Covid-19 symptoms. **If anything changes between booking and your appointment date, please contact your physiotherapy team** to advise them as it may be that you need to postpone your face to face appointment.

Whilst committed to doing everything we can to reduce the chance of transmission of COVID-19, **we cannot guarantee no risk**. It is up to you if you wish to attend a face to face appointment and this will be discussed with your therapist prior to booking you in. You are free to change your mind and transfer to a virtual or telephone appointment at any time.

### Getting to your appointment

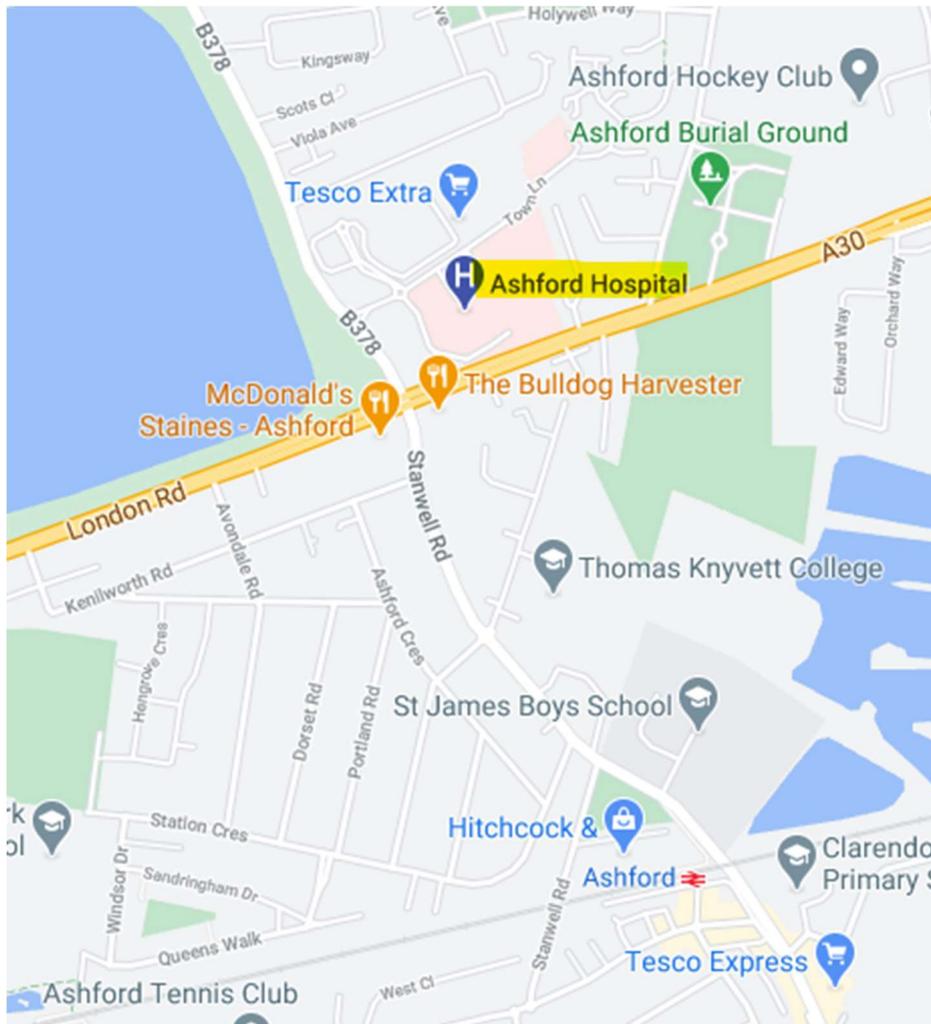
Ashford Hospital

London Rd,

Stanwell,

Ashford

TW15 3AA



### **Getting to your appointment**

Make sure you leave plenty of time to get to the hospital as traffic can get quite busy at certain times of the day, the car parking is also limited and can be busy at variable times. Please park in the main hospital car park, you can additionally park in Tesco's opposite but please note there are restrictions and a time limit on parking available there so do read these on arrival.

**Please wait in your car until 5-10 minutes prior to your appointment time.**

### **On entering the hospital**

Enter the hospital through the entrance 3- you will find this to the right of the main entrance and to the left of the walk in centre.

Once inside complete the check in as below and then turn right and follow signs along that corridor to the physiotherapy department. Take a seat in the pelvic health and paediatric physiotherapy waiting area and someone will come and get you at the time

of your appointment, you do not need to check in once in the physiotherapy department

At the entrance of the hospital your temperature will be taken, you'll be asked to disinfect your hands and use a mask. You'll be given a mask if you don't own one and you have to use it at all times while in the hospital. Every person entering the hospital will go through this procedure, including staff members.

You will be checked on a list of patient names before being allowed into the hospital. Please note, if you are late for your appointment, you will not be allowed in. This is due to the timing required to minimise patient contact. If you are going to be late, please contact 01937 722547 to reschedule your appointment.

### **During your appointment**

Your physiotherapist will have cleaned the clinic room between you and the last patient. They will screen you for Covid-19 symptoms at the start of your appointment (see screening questionnaire attached). **Please note, if you answer yes to any of the questions, you will be asked to leave**, isolate at home in line with the Government's current advice and your appointment will need to be rescheduled for a later date.

**PLEASE DO NOT ATTEND YOUR APPOINTMENT IF YOU DEVELOP ANY SYMPTOMS OR HAVE BEEN ADVISED TO ISOLATE.**

In line with hospital guidance, **appointments will be kept to 15 minutes**. If you need to discuss anything at further length, you will be asked to book a virtual or telephone follow up.

**Please do not bring anyone to your appointment with you**. If you require an interpreter, please let the admin team know at the time of booking your appointment and one will be organised for you via Language Line. **If you usually use a family member to interpret for you (for example sign language), you may bring one person with you but they will also need to be screened for Covid-19 on arrival.**

**Please avoid bringing children to your appointment** however, if you have recently given birth, you can bring your baby in a pram.

There are multiple ticket machines in the car park to pay for parking before returning to your car.

**If you need to alter or cancel your appointment**, please call the admin team on **01932 722547** or email [asp-tr.stpetersphysioappointments@nhs.net](mailto:asp-tr.stpetersphysioappointments@nhs.net)

Whilst the appointment is at **Ashford Hospital**, there will be no physiotherapy admin members based there.