

Pelvic Health Physiotherapy Face to Face Appointments

River Bourne Heath Club

Face to Face appointments for pelvic health physiotherapy will be at Woking Leisure Centre, River Bourne Health Club or 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.

We are committed to doing everything we can to reduce the chance of transmission of COVID-19, but **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 River Bourne Health Club

There is pay and display parking available at

Chertsey Library Car Park

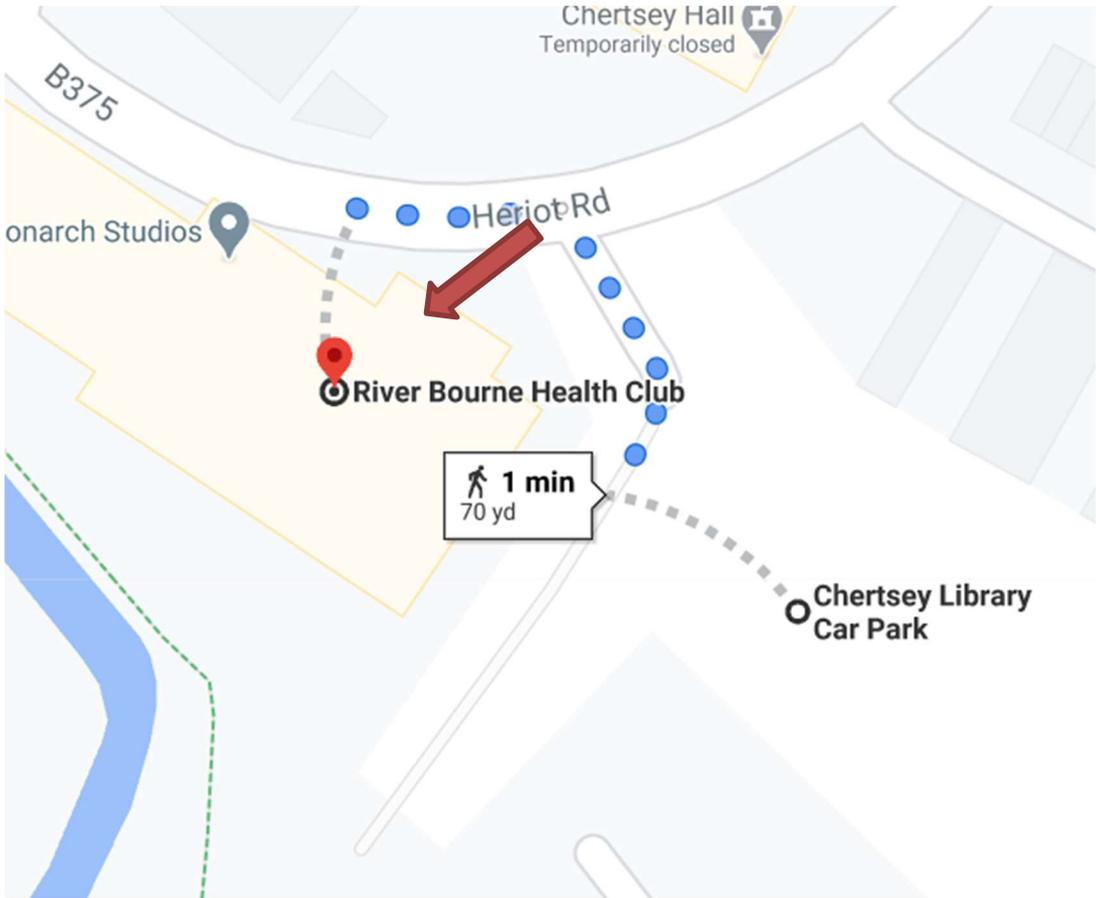
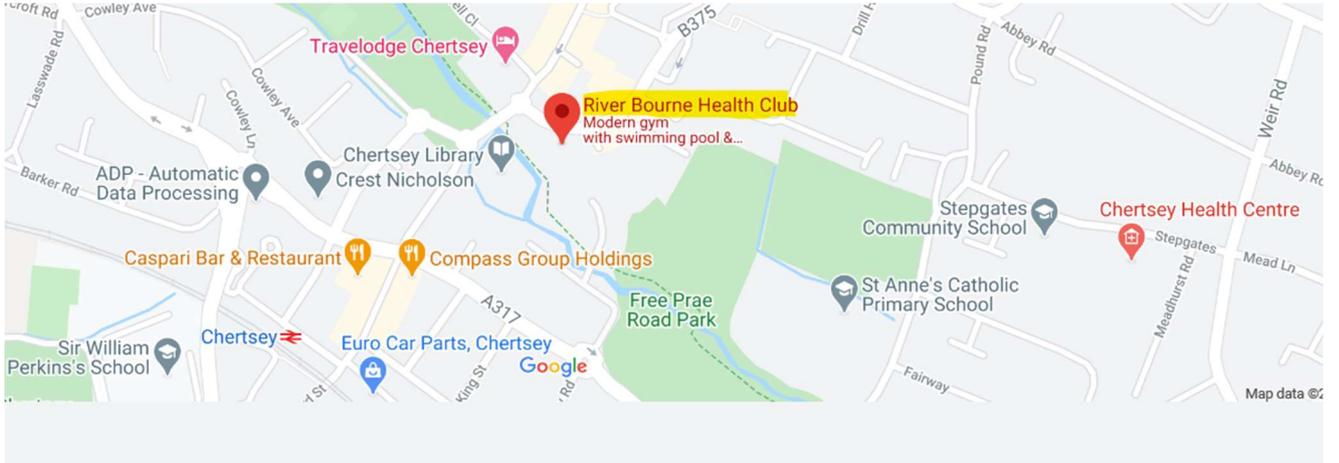
Heriot Rd,

Chertsey

KT16 9DR

which is 70 yards from River Bourne- **please see the maps below**

Please note, if you are late for your appointment, you may not be seen. 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. Aim to arrive early and wait in your car until **10 minutes prior** to the start of your appointment then make your way in.



Entering the Health Club

You need to enter the health club via the **front entrance as shown via the red arrow above.**

In line with government guidelines you are required to wear a face mask at all times unless you are exempt. Your temperature will be taken either at the front desk if you are here for a class, or in the physiotherapy department if you are here for an individual appointment.

If you are here for a 1:1 appointment: turn right into the first set of double doors, this will take you into our physio department. **Please read the instructions at the desk in the waiting area regarding face masks, alcohol gel and COVID-19 screening. Once complete please take a seat and wait to be called into your appointment.**

If you are here for a class: please report to the main reception to be checked in, you'll be let through to the lounge area by the conference room which is where classes will be held. Please wait here until you are called in to your class.

If you are here for hydrotherapy, go straight to the changing rooms to get ready and make your way to the pool side 5 minutes before your class is due to start.

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 with the rest of your household and request a COVID-19 swab test from the gov.uk website. This is in line with the Government's current advice. Your physiotherapy appointment will need to be rescheduled for a later date, please call 01932 722 547 to reschedule.**

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.

After your appointment

You will leave River Bourne via the back entrance, if you have been for an individual appointment you will need to ask the main reception to let you through the barriers to access the back doors which will be signposted. You then follow the path round to the left to make your way back to the car park.

If you require another appointment as discussed with your physiotherapist, please contact the admin team on the numbers as outlined above to arrange.

If you are late

If you are more than 10 minutes late for your appointment, because of the cleaning of the clinical areas that needs to occur, you will not be able to be seen. In this instance, please contact the admin team to reschedule.

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

Whilst the appointment is at **River Bourne Health Club**, there will be no physiotherapy admin members based there.