

**IPS PATIENT PROTOCOL FOR FACE TO FACE APPOINTMENTS AT OUR
BRIDGEND CLINIC
PLEASE READ THE FOLLOWING INFORMATION CAREFULLY
BEFORE ATTENDING**

PRIOR TO YOUR APPOINTMENT

- Payment:** Payment for any appointment must be made in advance. No payments for appointments will be taken in the practice.
- Consent:** You will receive an email prior to your appointment that will include any consent forms that need completing. These must be completed and returned electronically before your appointment or you will not be able to attend

PLEASE BE AWARE YOU MUST NOT ATTEND YOUR APPOINTMENT IF YOU HAVE ANY SYMPTOMS OF COVID-19

- Arrival:** Please park in the car park, remain in your car and text **07752 602 558** to announce your arrival. Please do not enter the main building unless asked to do so. **This mobile number is ONLY used to announce your arrival. Please call our admin team on 02920547210 for any other enquiry.**
- Entry:** Our physiotherapist will text back, to inform you when he/she is ready for you and you can come into the practice for your appointment. Our physiotherapy clinic is in Room 35. When our physiotherapist texts you to ask you to enter the clinic, **please do so by entering the building via the steps to the far left (as you look at the building from the pavement on the main road) of the building.** Our physiotherapist will come to the side door to greet you and escort you to the treatment room.
- Patient:** Where possible we ask that the patient attends alone. We do appreciate this will not be possible in all instances, ie children, but do ask that you do not bring additional siblings or parents unless necessary.

IN THE PRACTICE

- Face Masks:** We ask that a face mask is worn for the duration of your time within the clinic. If you do not have a face mask, you can purchase one from our physiotherapist for £2.
- Hand Wash:** You will be asked to use the hand gel on entering the clinic.
- Reception:** You will be temperature checked via forehead thermometer at reception. If you have a temperature of 38 or over, you will not be able to proceed with your appointment.
- Toilet:** We ask that you avoid using the toilet facilities unless absolutely necessary.
- Surfaces:** We ask that you try to avoid touching any surfaces unless absolutely necessary.

We understand these are difficult times and thank you in advance for your co-operation in helping keep both patients and staff safe at our practice by adhering to our protocols.

Kindest regards and stay safe,

The IPS Team