

THIS IMPORTANT INFORMATION IS FOR PATIENTS PRIOR TO COMING FOR AN APPOINTMENT

1. It is your responsibility not to come to the practice for an appointment if you have any of the symptoms listed below or if you have come into contact with anyone with these symptoms within the last fourteen days. We are required to contact you within 24 hours of your appointment to confirm that this is the case.

- **A new persistent cough: This means coughing continually for an hour or more having 2 or more coughing episodes in any 24 hour period.**
- **A fever: This means having a temperature over 37.8 Having a hot chest or back or having spells warm /cold and shivery.**
- **Shortness of breath: this means searching for air when just doing normal every day things.**
- **Additional symptoms include: Loss of smell or taste, any vomiting/diarrhoea, sore throat**

2. Please ensure you provide us with an up to date telephone number, so we can send you the health check text that we need completed within 24 hrs of your treatment. If you don't have a mobile phone, please ensure we have the best contact number for us to call you on.

3. Please consider bringing a face mask and towel / throw for warmth to your appointment, as we have had to remove all our soft covers.

4. When you are at the front door please use the hand sanitiser provided **prior to ringing the front door bell.**

5. Once in reception, your temperature will be taken with an infrared thermometer, assuming your temperature is normal, you will be asked to sign a form saying you have read this sheet and consent to treatment under these conditions.

6. If all goes to plan you will not see or come into contact with another patient. You will only come into contact with your osteopath. We have spaced our treatment room to maintain social distancing during the consultation, before your treatment.

7. After treatment if you require further treatment this can be booked at the time. The treatment fee for existing patients has increased to £43, for the time being, we are requesting you try to pay by card or BACS transfer.

Other things you should know are that:

- Nimble staff are ensuring their own health and taking their temperature each morning.
- After each treatment the plinth, all hard surfaces and door handles will be cleaned.
- Our PPE is changed and disposed of, after each patient.
- The practitioners will be operating with strict hand washing procedures.

