Thorpes physiotherapy

Re-opening face-to-face consultations

All patients will be screened via a telephone or virtual consultation with a chartered physiotherapist. Face-to-face appointments will be offered selectively to urgent cases following initial screening and appropriate triage. We ask that all patients who attend face-to-face appointments wear face masks to help further minimise the risk of infection.

Patients who are deemed as clinically appropriate to attend a face-to-face appointment need to be aware of the temporary changes to our face-to-face consultations:

1) The main clinic entrance will remain closed – all patients are asked to kindly wait in their cars in the clinic car park (Sandhurst Clinic) or on the road outside (Fleet Clinic) as the waiting room is currently out of use. Your Physiotherapist will come out and greet you when it is time for your appointment.

2) Patients will be directed into the clinic by their Physiotherapist and will be required to sanitise their hands with alcohol gel or soap and warm water upon entering the building.

3) Only two clinic rooms will be in use (one in the studio across from the car park and one in the main building) to ensure social distancing is adhered to.

4) All clinical rooms and points of contact throughout the building will have been pre-disinfected and will be disinfected before and after each new patient entering the building.

5) All clinicians will be wearing the appropriate PPE including face mask, apron and gloves. Clinicians will also have the option of wearing visors. Windows will be kept open to aid ventilation.

6) We ask that all patients bring some kind of face covering and the enter clinic alone unless they require a chaperone or carer. In the case of children, a parent or guardian must be present. If a child is between 16-18 years old, they can be seen alone with the consent of a parent or guardian. We ask that drivers wait in their cars.

7) Upon completion of their appointment, patients will be escorted from the building and once again asked to disinfect their hands before leaving the building.