Hello everyone,

**WE ARE SO PLEASED TO ANNOUNCE WE’RE OPENING AGAIN….**

From 29th June Carolyn can see patients at Cherry Tree and Lily House is opening it’s doors from 6th July so Esther can see clients from Tuesday 7th July.

As you can imagine, the way we do things is going to look pretty different and we are adhering to the guidelines set by NHS England and the Chartered Society of Physiotherapy to keep our patients as safe as we can.

Here’s a few things we’re doing to keep to the guidelines:

1. All patients **must be triaged first by a video or telephone call**. We will be doing covid screening and a risk assessment as well as taking a full history of your symptoms. We will then decide from here if we can proceed with a face to face examination and treatment or if it’s safer to manage your symptoms virtually.
2. We are required to wear PPE consisting of gloves, apron and facemask.
3. All patients will be required to wear facemasks in the building (except for the reasons stated by NHS England) and they can be provided at your appointment if you do not have your own.
4. We will be taking your temperature before you enter the room with a no-touch thermometer and we will be unable to proceed if your temperature is above 37.8 degrees centigrade.
5. We will be leaving 15 minutes between each patient to allow us to effectively clean all surfaces.
6. Chaperone’s will not be allowed at the appointments unless the patient is a minor, needs a carer or requires a translator. Each chaperone will have to be screened for covid.
7. At Cherry Tree, the reception area is closed so you need to wait outside for your appointment and will be called in by Carolyn. The reception space at Lily House will be limited and you may need to wait outside the clinic until we call you in. If you prefer, you can call us when you arrive and wait outside anyway to avoid contact with others.
8. Toilets will be available on site, but we strongly recommend using the facilities at home to minimise any cross contamination.
9. Disposable paper cups and water will be available within Lily House, but we are unable to offer jugs of water and glasses within the consulting rooms.
10. A consent form will need to be signed before starting any face to face treatment.

**CLINIC HOURS**

Our clinic hours will be ad hoc at first as they are dependent on childcare arrangements, plus we need to factor in time to triage everyone. Please bear with us. We will try to accommodate everyone as we are able.

We have also purchased Physiotools which is an exercise programme database so we can send out personalised exercise programmes that are easy to access, clear to follow and specifically designed by Physiotherapists.

**PRICES**

We are having to spend a lot of money in procuring PPE and cleaning equipment plus due to spreading out clients we will have to pay extra room rental. We are therefore adding a £3 increase to each face to face appointment.

Triage (15 mins) and face to face appointment (30 mins): £58.00

Face to face follow up (30 mins): £48.00

Triage (15 mins) and virtual appointment (15-30 mins): £35.00

Virtual follow up (30 mins): £25.00

1:1 Pilates session (45 mins): £60.00

**BOOKINGS**

To book with Esther call: 07891719402 or email [physiotherapy.empp@mail.com](mailto:physiotherapy.empp@mail.com)

To book with Carolyn call: 07582096048 or email: [carolynwelsford@hotmail.co.uk](mailto:carolynwelsford@hotmail.co.uk)

All of our documentation on our infection control procedures, consent, COVID screening and standard operating procedures are available on request or via the website: [www.esthermarshallphysiopilates.com](http://www.esthermarshallphysiopilates.com)

We appreciate it looks different, but we are excited to get back to doing what we do best and look forward to seeing and helping you all feel better soon.

Take care,

Esther and Carolyn