



Durham House Chiropractic Clinic update – 13th July 2020

Since the 18th May we have been operating both our Fleet and Farnham clinics, with chiropractic treatment only. We are delighted to say that from Monday 13th July we can offer some massage therapies again. You will be able to book online or by phoning the clinics.

When we opened the clinic up again in May we put some changes in place to continue to provide emergency and pain reduction treatment in the most effective way possible. These changes, which are detailed below, have worked very well for our patients and staff and we will continue to follow similar procedures

Let us assure you that looking after you and our colleagues is our number one priority, which is why we are adhering to appropriate advice to make sure we are doing the right things.

In short, our therapists will be following their governing bodies guidelines with regards to PPE, cleaning procedures and available treatments. All team members have been trained on the use of PPE in the workplace and we would encourage you to bring your own mask or face covering for use during the treatment.

The therapists will be segregated on different floors of the buildings, with separate temporary waiting areas and handwashing facilities.

We are all continuing with our stringent hygiene protocols between patients. We are sanitising our workspaces and all areas of high touch consistently throughout the day. Our tables and equipment are cleaned between each patient visit. Disposable paper coverings will be used on the couch.

The appointment

- Please be aware that we will be continuing to limit the number of people on the premises at any time and the number of patient appointments have been reduced to allow time between each patient.
- If you have an upcoming appointment, we will assume that you will be attending that appointment for treatment unless you inform us otherwise. If you have any queries, please call either clinic on the numbers below and our remote admin team can help you.
- An email reminder will be sent regarding your appointment. There is a waiver attached to the email that you will need to complete to consent to treatment understanding the potential risks.
- We will be waiving our cancellation policy rules during this time. However, we would really appreciate it if you could give us notice if you do not intend to attend an appointment. In doing so you will allow us to offer that appointment to another patient in pain.
- Our 'at risk' patients (pregnant, over 70, health conditions, weakened immune system) are welcome to phone us in advance for advice and we will do our best to help you via a telephone consultation. If you do require face to face care, we will make special arrangements for you to arrive and leave with minimal possible contact and exposure.
- If you are driven to your appointment, please have your driver wait in the car. If you need to be accompanied into the treatment room or will be accompanying a child, please restrict this to one additional person.
- If you arrive early for your appointment, please wait outside.

- Can we ask that you restrict the number of items you bring into the treatment room with you.
- We do not have any facilities for entertaining children so please take this into consideration.
- There will be a container in which to put your clothes when you undress

The treatment

While we are taking every precaution, we cannot guarantee that there is no risk as a result of attending our clinic for treatment. We will request and record your verbal consent in your treatment notes.

The chiropractor or therapists will take payment for treatment and we ask that you please pay by card. Receipts can be emailed to you if necessary.

Your responsibility

If you are not feeling well, please call to reschedule your appointment to another day.

We ask you to be responsible and remind you to consider if you or anyone in your household has any respiratory symptoms, a fever or new continuous cough, or loss of sense of smell and taste, before you enter the building. If you answered yes to any of those symptoms, please return home and call NHS 111 for advice.

Anyone in the "at risk" categories will need confirmation from your GP that they are permitted to have treatment. Written confirmation would be preferable but verbal consent must be gained.

Upon entry you are asked to:

- wash your hands before entering the treatment room – we have cloakrooms on both floors
- follow the directions to a temporary waiting room which may be upstairs
- follow any directions given to you by the chiropractor or therapist regarding safety and well-being.

We will continue to evaluate any risks in operating in this way and ask for your patience as we roll out this phased approach.

If you have any questions, please call, we are here to help.

Call us: Fleet 01252 622 050 or Farnham 01252 725 669

You can also follow our Facebook page for up to date practice information, office hour changes etc.

Stay safe and keep well.

Galín and team