



*****Covid-19 update 1/6/2020*****

Dear Customers,

I hope you have all been keeping well during these uncertain times. As most of you are aware, I closed the practice during the lockdown period as I felt it was safest for my patients and my family. I have been kept busy with looking after my two little children! I enjoyed some quality time with them but as they will return to nursery and school soon, I have been preparing to open up the practice. Since the government eased the coronavirus guidelines, I am opening the practice to the following patients:

- Acute patients and patients in high need of an appointment
- Low risk category patients
- Patients with no high risk or shielding individuals in their household
- Patients free of coronavirus symptoms/diagnosis in the 2 weeks before treatment

If you belong in this category, I can offer a face-to-face consultation. If a face-to-face consultation is not possible, I am happy to offer free advice over the phone or where possible a telephone/video consultation. I have put a new health and safety protocol together to minimize exposure to the coronavirus to my patients and me which you can find below. Even though I am putting all these measures in place there is still a risk attached with face-to-face meetings, so to minimize risk to you and other patients please only come if necessary. If you feel the appointment can wait or a telephone/video consultation is appropriate, please do wait and we can book you a face-to-face appointment when the time is right.

These times have been challenging for all of us and I realize these changes I implemented to my practice might take away some of the warmth out of my treatment environment and that can be unsettling. These measures make it possible for me to work during these tricky times and in due time when more restrictions in guidelines lift, I hope I can return to a favourable work environment. Until then I hope you can bear with me,

**Lots of love
Justine**

We have assessed our practice for risks outlined and put in additional processes as detailed below:

Undertaken a risk assessment	<ul style="list-style-type: none"> • 11/05/20
Heightened cleaning regimes	<ul style="list-style-type: none"> • Deep clean of practice performed every day before the first patient. This includes vacuuming, disinfecting all surfaces including the floor and a deep clean of the bathroom. • High traffic areas in clinic room, waiting room, bathroom will be cleaned between each patient. They will be wiped down with disinfectant. These high traffic areas include desk, chairs, bookcase, bench, door handles, bathroom taps. • All linen such as couch cover, pillowcase, bathroom towel and clinic coat will be changed between patients and bagged to be washed at 60 degrees. Bench and pillow are wiped down with disinfectant between patients.
Increased protection measures	<ul style="list-style-type: none"> • I removed all clutter and some furniture from the practice in order to be able to wipe down all the surfaces between patients. • I encourage cashless payments through card or BACS payment and wipe down the card machine between patients. • I have placed a touchless soap dispenser in the bathroom and provided paper towels to dry hands on top of the fresh towel every patient gets. • I ask every patient to wash their hands for 20 sec up to elbow as recommended by guidelines on entering the premises. • I will be wearing a facemask and gloves during the treatment and will change my clinic coat between patients. • To minimise infection exposure, I won't hand out any appointment cards for the time being. • I have ordered a touchless hand sanitiser to mount on the wall and hopefully this will arrive soon, in the meantime I have provided normal bottled hand sanitiser but encourage patients to bring their own.
Put in place distancing measures	<ul style="list-style-type: none"> • I have staggered appointments by keeping a 20 mins gap between patients. This also allows me to clean the practice in between patients. • I limit the number of patients and time spent in waiting room by asking to wait in the car until their appointment time. • I have placed the patient practice chairs 2m away from desk to encourage social distancing when not in treatment
Staff training	<ul style="list-style-type: none"> • Correct handwashing technique best practice • Put on/remove PPE safely • Staff briefed and trained on updated clinic policies and infection measures
Patient assessment	<ul style="list-style-type: none"> • All patients will have a pre-screening text/call to ensure they or anybody in their household are at low risk and don't show any symptoms of COVID-19. Patients are asked to take their temperature the day before treatment and just before they set off to make sure they don't have a fever. • Please notify practitioner If you show symptoms within 3 days after treatment so the practitioner can take the necessary safeguarding steps

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