



Covid-19 Guideline and outline for patients

We have been regularly checking the guidelines from our Governing bodies The Society of Podiatry, the HCPC, GOV.UK AND WHO to ensure that what we are proposing will keep both you and us safe.

There are significant changes to our booking systems which includes COVID -19 screening questions. If you have attended the clinics since the last lock down and filled in an appointment booking form already you can just call the office to book in. If you are a new patient or haven't seen us since March 2020 then follow the guidelines below.

To book an appointment we are asking patients to follow a two stage process:

Stage 1 - please fill in the form on the website - click on the book for an appointment and a booking form will come up. This must be filled in completely before you can move onto the next stage.

Stage 2 – once we have the booking form we will attempt to contact you within 24 hours (this will be the first working day if completed over the weekend) and then we will get you booked in.

We will try to call you 24 hours before the appointment to check you have no symptoms or have been diagnosed with COVID.

If you have been diagnosed with COVID and are due for an appointment with us please call us as soon as possible and we will rebook you.

As before, we have made changes to our cleaning protocols and also the outfits that we wear. We will be in full protective overalls, with full 3M air hood, with external particle filtered air supply, gloves and aprons will also be worn, single-use disposable instruments for every patient will be used.

The appointments will be spaced out and you will be asked to **arrive on time** for your appointment so that you do not have to spend any time in the waiting room and we allow enough time to safely treat you.

Increased cleaning cycles have been introduced after each patient. The room will be cleaned and UV lights will be used to decontaminate any high contact surface areas of the room after each use. Viricidal spray and Clinnell wipes will also be used on handles and chairs.

All of these implementations have to increase our cost and regrettably our treatment prices as of the 1st January. A podiatry appointment will now be charged at £70 for a new patient and £67 for a routine podiatry and a biomechanical assessment is £150.00

Please be aware that all of the information that we collect with our new forms are protected under GDPR and we will not be sharing any data that you give us. If you have an appointment and are then subsequently diagnosed with COVID -19 you will need to inform us as soon as possible.

Please bear with us during this time we are trying our best to keep you all as safe as possible. If you are worried about attending the clinic and wish to speak to us please call the office and we will call you back. Thank you all for your continued support through this time we are very lucky to have you all as patients.

Daniel and Claire Houlton