



# Preparing for your Physiotherapy/ Podiatry appointment (in the Hydrotherapy department)

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## Advice on preparing for your physiotherapy / podiatry appointment

Due to COVID-19, we have made some changes to make visiting our site as safe as possible. Please read this information carefully.

### Do not attend if you have symptoms

Firstly, if you or any member of your household are experiencing any of the following symptoms, then do not attend your appointment:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste.

More information about coronavirus symptoms can be found at [www.nhs.uk](http://www.nhs.uk).

If you are experiencing any of these symptoms, or there have been changes in your general health since your telephone assessment, then please inform us as soon as possible on 0121 685 4120.

### Where will your appointment be?

To allow us to maintain social distancing and keep you safe, your appointment will be taking place in the **HYDROTHERAPY DEPARTMENT**. The pool is not in use at the moment.

### When you arrive

If you are driving to your appointment please enter the Trust at entrance C, which is the main

entrance. If you are on public transport or on foot, then you can enter the Trust at entrance A via the Courtyard Gardens.

Please try to arrive no more than 10 minutes before your appointment time. If you are earlier, please do not enter the Trust where possible to limit the number of people in the hospital at any one time. As we are limiting the number of people on site, please attend your appointment alone without any relatives or carers unless strictly necessary.

When you enter the Trust, your temperature will be taken, you will be asked to sanitise your hands and you will be given a mask to help protect yourself and other patients. Our volunteers are on hand to support you.

### How do I get to the Hydrotherapy Department?

From the entrance C, follow the long corridor in front of you until the end. Here you will see another main corridor on your right. Follow this corridor down and the Hydrotherapy department is on your left-hand side as you get near the Café Royale.

From entrance A, you will be directed to the lifts / staircase. You need to go up one floor to level 1. From here turn left towards the Café Royale and you will see the long corridor in front of you. The entrance for the Hydrotherapy Department is almost immediately along this corridor on your right, opposite the café.



### **The waiting area**

All touch screens will be switched off, but a receptionist will be on hand to book you in. Please be aware of 2-metre social distancing when talking to reception.

Appointment times have been booked to reduce the numbers of people needing to wait at any one time and to allow for extra cleaning of the department and waiting room areas. You may be asked to wait outside if the waiting area is full to maintain social distancing.

### **What will happen during my appointment?**

The nature of your therapy consultation will not change a great deal. However, your therapist will be wearing protective masks, apron and gloves for the appointment for both yours and their safety.

When your appointment is complete, you will leave the hospital the same way you came in, and volunteers will be on hand to help dispose of your face mask and show you where to sanitise your hands.

## **Find more information**

We are working differently to ensure you are as safe as possible. It is natural for you to have questions and we encourage you to find out more and get in touch.

### **Visit our website**

We will be updating our website regularly. Please visit [www.roh.nhs.uk](http://www.roh.nhs.uk)

### **Contact the Therapies Department**

0121 685 4120 or [roh-tr.therapies@nhs.net](mailto:roh-tr.therapies@nhs.net)

### **Latest Government and NHS guidance**

As things change and develop, check for the latest updates on:

[www.gov.uk](http://www.gov.uk)

[www.nhs.uk](http://www.nhs.uk)

*We look forward to welcoming you to The Royal Orthopaedic Hospital.*