



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

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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 PHYSIOTHERAPY GYMNASIUM.

### When you arrive

Whether you are travelling by car, public transport or on foot, please enter the hospital grounds via Gate C. You do not need to enter

the main hospital building, instead go straight to the 'Physiotherapy Gymnasium.' Please try to arrive no more than 5 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.

### How do I get to the Physiotherapy Gymnasium?

Enter the hospital grounds via Gate C, and follow the path down towards the main entrance.

Do not enter the main entrance of the hospital. If you look out to the car park, the physiotherapy gym is a separate single story building to the left hand side of the car park. You can walk down the sloped path to your left to reach it.

### The waiting area

When you reach the gym, you will need to press the buzzer to let reception staff know that you have arrived. Please be aware of 2-metre social distancing when talking to reception.

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 staff are on hand to support you. 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



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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 physiotherapy gym through a different exit point to maintain social distancing. Here you will be able to dispose of your face mask and 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.*