



# Preparing for your Physiotherapy appointment in the Physiotherapy Outpatients Department

---

## Advice on preparing for your physiotherapy 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 Outpatients Department**.

### When you arrive

If you are driving to your appointment please enter the Trust at Gate C, which is the main entrance. If you are on public transport or on

foot, then you can enter the Trust at Gate 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 if you are able to.

You may be accompanied where appropriate and necessary to assist with communication and/or to meet your health or social care needs.

You may be accompanied by one parent or carer if you are aged 18 or under.

When you enter the Trust, your temperature will be checked, 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 Physiotherapy Outpatient Department?

From the main entrance in Gate C, follow the long corridor in front of you until the end. Continue straight on and follow the corridor around to your left where you will see a sign to 'Therapy Services' to your left. The Therapy services department is located on the 1st floor- you can take the lift or stairs to the entrance where you will need to press the buzzer to be let through the doors by our reception team.

If you enter via Gate A through the Courtyard



Gardens, you will be directed to the lifts / staircase. You need to go up one floor to level 1. From here turn left towards Café Royale and you will see the long corridor in front of you. Follow the corridor to the top and then turn right, follow the corridor around to your left where you will see a sign to 'Therapy Services'. The Therapy services department is located on the 1st floor- you can take the lift or stairs to the entrance where you will need to press the buzzer to be let through the doors by our reception team.

### **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.

## **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.*