

I have put together a few of the FAQs that people have been asking about Kate Barnard physiotherapy. These questions are in connection with Covid-19 and my operating procedures.

Are you open?

Yes! I am now open for telephone and video consultations. These are around 30-40 minutes long. The cost is £40 paid by bank transfer (don't worry if you don't do online banking-other options available).

Face to face appointments are possible in some circumstances, explained below.

What's included in a telephone or video consultation?

Before your appointment you will receive some simple forms to fill in. These will include questions about your health. There will also be a consent form for the telephone or video call.

The consultation will include discussion about your current problem, pain or injury. I will advise you how to manage and self-treat your injury. This will include exercises to manage pain and strengthen you. I will talk you through how to modify daily activities to help recovery. We can discuss various methods of pain relief.

Will you offer me a face to face consultation?

The decision to have face to face treatment is an important one. I will use your answers to my health questionnaire alongside guidance from my professional body to make the decision. If it is safe to do so I will offer you a face to face appointment. We can then discuss my procedures, PPE and infection control. If at this point we both agree it is safe for you to come for treatment I will book you in.

What will happen if I come to your clinic?

1. Arrive around 5 minutes before your appointment time and text me from your car.
2. I will do some final checks, put on my PPE (mask, gloves, eye shield and clean scrubs) and open the door for you.
3. You will come straight into the treatment room (avoiding touching any surfaces). I will give you anti-bacterial gel for you to rub into your hands. I will give you a mask and you will put it on.
4. We will stay at 2 metres apart whenever possible. I will move into your 2 metre space when needed and will explain why, always making sure you feel safe.
5. When it is time for you to leave, I will ask you to place your mask into my bin and offer you anti-bacterial gel again. I will open the doors for you and see you outside.

Will I cross over with any other people?

No. Your appointment will last 30 minutes and I am only booking people in every hour.

Will you clean between patients?

Yes. Both myself and the room! I will clean surfaces and air the room. I will wash my hands and forearms and change my PPE, including my scrubs.

Can I ask another question?

Yes. Please ask anything. I want you to feel comfortable. Katie:07763244666