

Our Covid Secure policy

As part of our commitment to patient care we have created procedures for both practitioner and patient safety that support our clinical practise as a Covid Secure Clinic. Please read thoroughly before attending your appointment and if you have any questions, please let us know.

Pre – Appointment Health screening

- At the time of making your online appointment, you will have some brief questions to answer regarding Covid-19.
- A thorough risk assessment is on-going and made for each patient.
- Your appointment reminders will highlight what to do in the event of experiencing covid-19 symptoms.
- On arrival to the clinic, you will be asked again to confirm that you have no Covid-19 symptoms.
- Your temperature will be taken by your practitioner at the front door with a contactless thermometer, and you will be invited to use the hand sanitisers in the porch and/or in the reception area.

Your appointment

- Aim to arrive at the time of your appointment.
- There may be times when the clinic front door is locked, time has been made to allow for additional cleaning during the day.
- Please arrive wearing a type 2 fluid resistant medical grade mask.
- For both patient and practitioner safety, all patients will be required to wear a mask whilst on the premises.
- The toilet facilities are available should you need, but we would encourage you to use the toilet in your own home before and after your treatment if possible.
- You will be led to a chair or straight to the treatment couch depending on the purpose of your visit. Please refrain from touching any surfaces on your way to the consulting rooms. All doors will be opened and closed for you.
- All belongings will need to be placed in a sterile safety box in the treatment room, which is disinfected between each patient. Please try and bring only what is required for your treatment and wear loose comfortable clothing and shoes.
- For comfort during your acupuncture treatment, you may lower your mask once your acupuncture practitioner has left the room.

- During your acupuncture treatment, your practitioner will leave the room to reduce time spent together.
- New acupuncture clients will be provided with a device to call if you need attention, your practitioner will be in the reception area, next to the consulting rooms.
- During the treatment, your physician will be wearing full PPE to ensure both patient and practitioner safety.

Clinical Safety Measures

- A thorough risk assessment has been completed and is ongoing for each patient.
- The clinic room has a robust cleaning protocol in place before and after each patient.
- The treatment room and all surfaces, including door handles, light switches, floor, and surfaces will have been cleaned with medical grade disinfectant prior to your session.
- There is space between each patient visit, where rooms are cleaned and naturally aired.
- The clinic will remain open whilst it is safe to practise, if the infection rates increase in our area, and it is felt unsafe to practise regrettably a decision will be made close until it is deemed safe to practice, in line with government policies and our governing bodies code of safe practice. Any advance fees will be reimbursed.
- We will be complying with [NHS track and trace](#).

Payment

- To reduce contact time, we prefer to make payment after your treatment and through the online booking portal. We appreciate that not everyone uses the internet and therefore do have contactless card terminals on site and masks should be worn at this time.

Measures have been taken to provide a warm and welcoming space for your treatment, whilst contributing to the safety of our community and following the safe codes of practice set by our governing bodies, in implementing a robust infection control procedure to ensure we continue to provide gold standard care.



I look forward to seeing you and welcoming you to the Gaynor Grozier
Acupuncture clinic.