

Your Pelvic Health Physiotherapy Appointment- Woking Leisure Centre

We have recently moved some of our service to Woking Leisure Centre to enable us to take our patients out of the hospital environment and for us to have better access to facilities and improved access to care across all the areas our service covers.

Due to the recommended government guidelines, your appointments may look a little different to normal. This document is to talk you through what to expect before and during your appointment.

When booking your appointment you will be screened for Covid-19 symptoms and for your risk category (see attached screening documents). **If anything changes with your answers to these questions between booking and your appointment date, please contact your physiotherapy team** to advise them, as it may be that you need to postpone your face to face appointment.

Your risk category (low, medium, high) is not your risk for catching Covid-19, but your risk of developing more serious complications if you were to contract it. Whilst we do everything we can to reduce the chance of transmission, **we cannot guarantee no risk**. It is up to you if you wish to attend a face to face appointment and this will be discussed with your therapist prior to booking you in. You are free to change your mind and transfer to a virtual or telephone appointment at any time.

It is important that we continue to follow the current guidelines surrounding social distancing, hand sanitisation and use of face masks. We also ask that you attend the appointment alone, unless you have discussed and agreed this with your therapist beforehand.

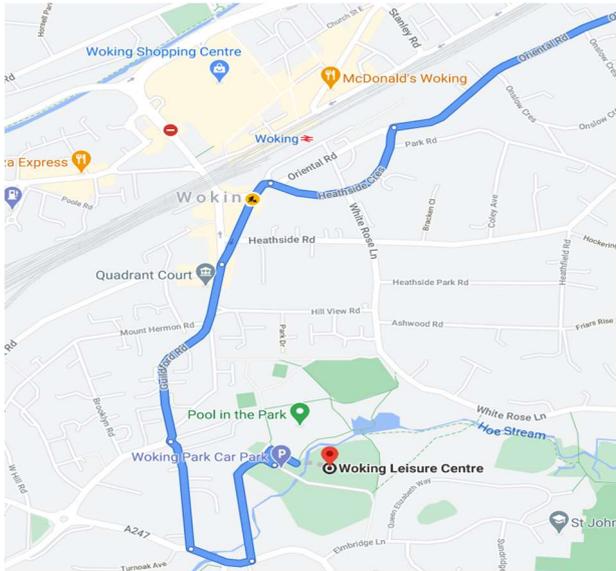
Getting to Woking Leisure

Woking Park,

Kingfield Rd,

Woking

GU22 9BA



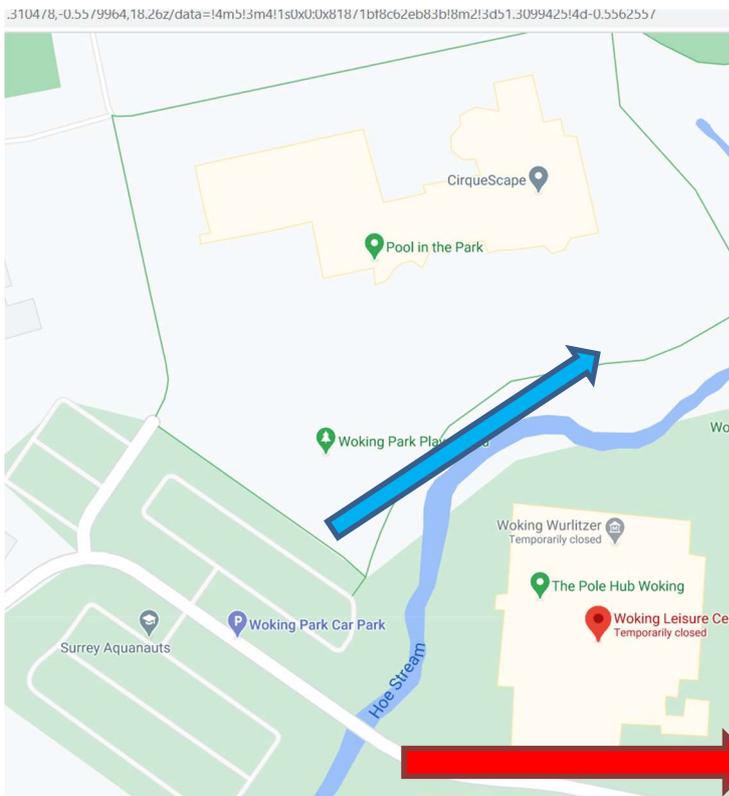
The leisure centre is close to Woking town centre meaning it is accessible by both car and public transport.

It is approximately a 10-15 minute walk from Woking Rail Station and a 5-10 minute walk from Woking Community Hospital.

Parking is free for up to 3 hours so should cover you for the duration of your appointment.

From the car park

- For face to face appointments and land based classes, report to the entrance of the **Leisure Centre (red arrow)**
- For Hydrotherapy, report to the entrance of **Pool in the Park (blue arrow)**



For face to face and land based classes

Please get to the leisure centre 5-10 minutes prior to your appointment or class.

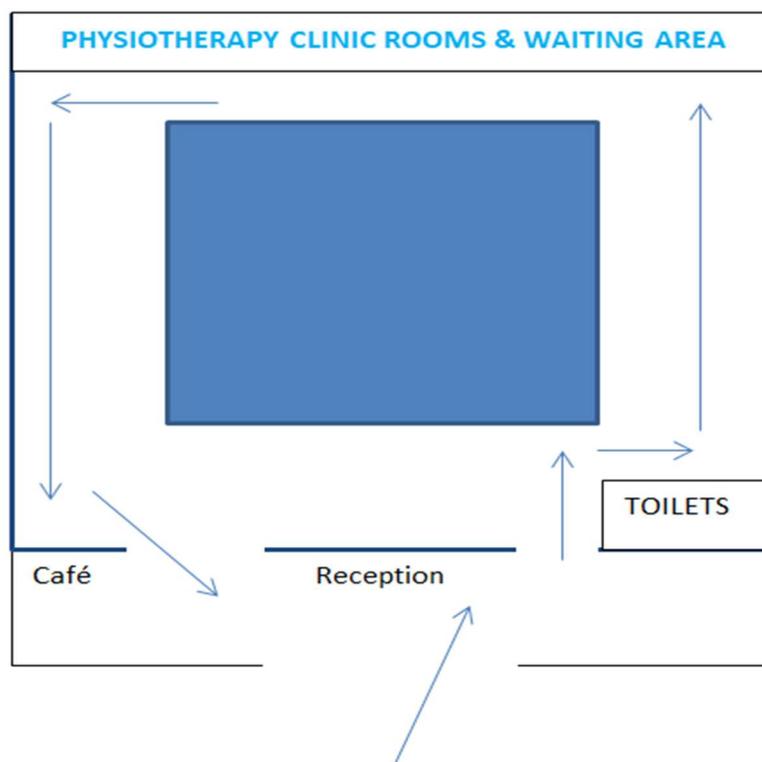
Enter the leisure centre through the main entrance and report to reception on the right hand side. There is a wrist check thermometer and alcohol gel to use on the way in. **If you have a high temperature, you will not be allowed entrance.** If this occurs, please return home to isolate per current guidelines and contact our admin team to reschedule (numbers below).

You will be checked from an appointment list by the reception staff. For classes you will be advised which studio you are in and can report directly there at the time of your class. The reception staff can direct you accordingly.

For face to face appointments, the clinic rooms are on the same floor as the entrance. Walk through the double doors to the right of reception; turn right (toilets on the right hand side) then left, following the corridor all the way to the back of the building.

The physiotherapy clinic rooms are on the back corridor of the building. Please take a seat on one of the chairs provided and wait for your physiotherapist to call you.

Once you have finished, please turn right out of your clinic room then left and follow the corridor back to the café and main reception to exit.



During your appointment

Your physiotherapist will have cleaned the clinic space between you and the last patient. They will screen you for Covid-19 symptoms at the start of your appointment (see screening questionnaire attached). **Please note, if you answer yes to any of the questions, you will be asked to leave**, isolate at home in line with the Government's current advice and your appointment will need to be rescheduled for a later date.

PLEASE DO NOT ATTEND YOUR APPOINTMENT IF YOU DEVELOP ANY SYMPTOMS OR HAVE BEEN ADVISED TO ISOLATE.

Please do not bring anyone to your appointment with you. If you require an interpreter, please let the admin team know at the time of booking your appointment and one will be organised for you via Language Line. **If you usually use a family member to interpret for you (for example sign language), you may bring one person with you but they will also need to be screened for Covid-19 on arrival.**

Please avoid bringing children to your appointment however, if you have recently given birth, you can bring your baby in a pram.

If you are late

If you are more than 10 minutes late for your appointment, because of the cleaning of the clinical areas that needs to occur, you will not be able to be seen. In this instance, please contact the admin team to reschedule.

If you need to alter or cancel your appointment, please call the admin team on **01932 722547** asp-tr.stpetersphysioappointments@nhs.net

Whilst the appointment is at Woking Leisure Centre, there will be no physiotherapy admin members based there.