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## **REOPENING OUR PRACTICE**

Dear Patient,

As I am sure you are aware we have been closed due to the Coronavirus crisis. We have now been given guidelines as to how to return to practice safely. We have implemented measures aimed at infection control and maintaining social distancing. We will obviously update these measures as advice changes.

To that end the following will apply

- 1) We will wear the appropriate Personal Protective Equipment (PPE) eg face masks gloves apron etc and practice safe hygiene methods.
- 2) We would like patients also to wear **and keep on** a face mask or covering. ( so please don't bring in drinks or food unless kept in a bag)
- 3) We will ask all patients to either sanitise or wash their hands on entering the practice and from that point not to touch their phones etc until they leave.
- 4) We have removed some chairs from the waiting room to ensure the ones remaining are 2 metres apart
- 5) We have removed all magazines leaflets toys etc

- 6) We have new waterproof wipeable pillows and will not use pillow cases
- 7) Appointments will be spaced out leaving a free 15 minutes between patients
- 8) This will give us time to clean / sanitise the treatment table, chairs, surfaces, handles, change pillows etc between each appointment as well as change our PPE coverings. It will also allow time with the doors and windows open to aerate the rooms.
- 9) Please can you arrive no earlier than 5 minutes before your appointment to enable all of the above, and to reduce your time in the practice. If you are early then by all means ring and if we are ready for you then of course we will see you earlier.
- 10) Please also do not be late as we will struggle to see you and complete all of the measures we have to.
- 11) To start with we will not have a receptionist present to reduce the number of people that you have contact with.
- 12) We will “triage” all bookings. That means we will speak to you a) to ensure you need treatment, b) to discuss what to do if you fall within the high risk (clinically extremely vulnerable categories) or moderate risk (clinically vulnerable) groups, and c) to check that you have no symptoms which could be Covid related or no direct contact with somebody who does.

See the link below for up to date guidance regarding at risk categories.

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>

13) As we are answering our own calls to start with, please bear with us. If the phone goes to answerphone, please do leave a message and we will return your call ASAP.

14) We love chatting to our patients, but for the moment we will need you to leave the practice as soon as your appointment ends. This is all so alien to us but is for safety reasons.

15) Please come alone to the appointment. This applies unless you are a “minor”. Should you want to bring a chaperone please tell us during the triage. As a reminder you are able to stop an appointment or treatment at any time. You are also welcome to keep clothes on and just allow us to access the area we need to treat you at the time.

16) We will not be giving change. You can pay with cash, pre-written cheque, or bank transfer. Our fees are currently £40 for each appointment.

17) if you require a receipt this will be e mailed to you.

It has been very difficult not being able to give hands on treatment to our patients. We are delighted to be back to work and providing help to you whilst keeping you safe.

Obviously we are always happy to answer any questions you may have, so feel free to ring us on 01702 332424.

Anthony Kanutin