Welcome to the University of Bristol Sports Medicine Clinic

In person Physiotherapy appointments are now available at Coombe Dingle Sports Complex (BS9 2BJ). Please note that appointments are not currently available at the University sports centre (BS8 1TP)

- Book your appointment via email or over the phone.
- Simply fill in the online forms sent to you and we’ll do the rest.

We look forward to seeing you.

Patient Information

We have been working hard to ensure your safety during the COVID 19 pandemic. As part of that process we have introduced some new measures for how patients arrive and enter our facilities.

Prior to your appointment

- You will complete a pre-appointment virtual screening with a member of our team
- You will be sent a patient form to complete and bring to your first appointment
- You will be invited to pay in advance to confirm your first appointment
- If you are seeking to use health insurance to pay for treatment, you must provide insurance details at time of booking appointment

Arrival

- Arrive for your appointment just before the allotted time and park up in the marked ambulance bay to left of main building.
- Our clinic entrance can be accessed directly from the main Coombe Dingle Sports Complex car park.
- Please do not bring unnecessary belongings to appointments such as bags, umbrellas, etc.
- Your temperature will be taken and you may be asked additional screening questions on entry
- Please use the hand sanitiser on entry.
- If you have a face mask or covering please wear this. If you do not have a face mask you will be asked to purchase one from the clinic for your session and a fee of £1 will be added to your bill.
- Please respect social distancing were possible.
- Please do not wear gloves as you will be asked to remove these. We have hand washing facilities and sanitiser for you to use.

During your appointment

- During your session you will be required to wear a face covering.
- Social distancing will be maintained where possible e.g. when discussing treatment with clinician
- You should be aware that the nature of physiotherapy assessment and treatment will require close contact and hands-on engagement at times. This time will be limited where possible.
- Your clinician will wear the following PPE during your consultation – Gloves, Apron, Face mask and visor/eye protection.
- Please come to appointments unaccompanied. If you require a chaperone, please note they will be required to give contact details in advance in case information needs to be available to Test and Trace services
- Toilet facilities are available. We would encourage you to use your own at home before or after your session.

Departure

- Following your appointment please leave promptly to provide time for cleaning and sanitisising of the clinic room and to avoid crossing over with other patients. The clinician will escort you from the treatment room back to the car park.
- Please use hand sanitiser as you exit.
- If the clinician agrees with you that a further appointment will be required, we will contact you to confirm details of an appropriate time.

After your appointment

- Following your appointment, we will contact you to give you the opportunity to provide feedback
- Details for making a further appointment and any outstanding payments will be confirmed
Additional measures we have put in place

- One-way flow through our facilities to enable social distancing
- Additional hand sanitiser pumps for patients, our facility users and staff.
- A face covering to be worn in all open/public spaces within buildings
- Enhanced cleaning policy including sanitisation service by clinician in between and end of day deep clean
- Monitoring of staff for symptoms of COVID 19
- Screening of all patients and chaperone prior to appointment to assess risk of COVID 19 transmission
- Within our clinic rooms we will use wipe clean furniture and materials, and single-use couch coverings
- Additional time allowed between each patient for clinic room cleaning and sanitising process

Check List

- Complete the clinic registration, COVID screening and face-to-face consent form
- Appointments will not go ahead unless you have an adequate face covering.
- Ensure you understand the new entry process and have the clinic phone number stored in your phone
- Do not attend if you have any symptoms of COVID 19 or are unwell in any other way.
- Make payment by phone or online using the details provided