



COVID-19 Pandemic Patient Journey

Making an Appointment

Please go to www.lifefitwellness.co.uk and go to 'book online'. You will be guided through the booking process. Payment can also be completed online.

Please be aware that you should only book a face-to-face appointment if it is urgent (severe pain/ deteriorating symptoms) and a virtual appointment is not appropriate. We will get in touch to confirm that a Face to Face appointment is required.

You will then be sent an online questionnaire regarding any COVID-19 symptoms or contact. This must be completed to gain access to the clinic. We may ask again when you attend.

You will also be asked to complete a consent form to confirm that you understand that we will be in close proximity to, and touch you during the session and that you understand that this may increase the risk of infection. The following process is however designed to minimise this risk.

We will have limited reception cover and therefore online booking is preferable. However, if you do have any issues please leave a message on 01324 614044 and we will get back to you as soon as possible.

On the Day of your Appointment

Before you leave your house for the clinic please ensure you have used the lavatory and are well hydrated. Unfortunately drinking water will not be available onsite. Please bring your own face covering/ mask.

All patients should arrive at the clinic on their own, unless chaperoning a child for their appointment. Please note no babies/ children to accompany adults, due to infection control. Please avoid bringing lots of belongings, particularly valuable items.

Please come changed and ready for your session. There will be no changing facilities available. We ask if you arrive no earlier than five minutes before your appointment.

Entering the Clinic

When entering the clinic please put on a face covering/ mask and sanitise your hands in the foyer. We ask that you bring your own face covering /mask. Masks can be provided but there will be a small charge.

You will have your temperature tested via non-contact thermometer. You may then enter the clinic. If the inner door is locked please ring the doorbell and somebody will let you in. You will then go straight to the treatment room. There are some seats available in reception if you require to sit down.

Please follow the lines on the floor to ensure optimal physical distancing.

Your Appointment

Your Clinician/ Therapist will be wearing PPE (scrubs, apron, mask, gloves and glasses/ face shield). Your Clinician/ Therapist will maintain as much physical distance during your consultation when possible.

The session then takes place as normal in a treatment room/or gym.

All rooms are cleaned thoroughly between appointments with anti-virucidal wipes.

Leaving the Clinic

You can book your next appointment online.

If exercises have been prescribed, as per usual, you will be sent these via email.

You leave the clinic via the same entrance/ exit observing distancing guidelines.

You can dispose of any non-re-usable PPE (mask and gloves) in the yellow clinical waste bins provided.

Thank-you for your cooperation with this process which will ensure the health & safety of our clients and team at this challenging time. Should you have any questions regarding attending the clinic please contact us at info@lifefitwellness.co.uk or call 01324 614044