



Coronavirus (COVID-19) Continuity Plan

The government anticipates that in a worst case scenario, 1/5th of the UK work force may be infected at any one time.

This will require that any member of staff, contractor or practitioners (otherwise referred to within as 'team member') at the clinic who thinks they may be infected or has been exposed to a possible infection will need to take a minimum of 1 - 2 week off work.

If a team member does develop symptoms of COVID-19 they will need to be off work for 2 weeks minimum.

Contingency Plan for Clinic:

We may be in a situation where we do not have enough staff to cover all shifts. If this happens, we will prepare to temporarily run the clinic on reduced hours, potentially without a receptionist.

Practitioners may be asked to take payment for their own patients (if a receptionist is unavailable). These payments will be reconciled by the Michael or Simone at the end of the day. The practitioners may also have to book their patients follow-up appointments themselves. If required, we can extend the duration of appointments to allow more time for this at the end of each booking.

Patients will be recommended to use our online booking system if possible "self check in" which is currently available. We will update our telephone system messages when appropriate to advise patients that we are operating on reduced staff, requesting that they leave a message and we will return these calls as swiftly as possible.

We will be contacting patients who are identified as "at risk" and will discuss their options. In extreme cases, we can consider implementing home visits.

For patients who are unable to attend clinic, we can provide advice and reassurance via telephone or Skype.

Maintain Communication

We are communicating effectively with our patients. We want to avoid alarming anyone and instead reassure them by maintaining and promoting the high standards of hygiene currently in place at the clinic, and keeping our focus on safety, sanitation, and patient care.

We will also ensure all team members are expected to maintain excellent communication amongst the team. This will enable us to keep everyone aware of our plan and how long we anticipate its implementation.

There is a dedicated page on our website and a homepage link to this, in addition to posts across all our social media channels.

If a patient is identified as having COVID-19

Patients will be asked to not attend the clinic if they have the virus, however if they do they will be immediately isolated in Room C upstairs, until we can arrange suitable transport either to their home or to a medical facility. The patient chair should be placed by the window, away from the computer desk.

Should the patient need to use the shared clinic toilet, instruct the patient to use the upstairs toilet, wash their hands thoroughly after toileting, and return directly to the room they have been isolated in and close the door. The toilet should be taken cleaned and disinfected following the decontamination guidance.

Ask the patient to call NHS 111 from their room, on their own mobile. We will also call NHS 111 to help us to make a decision on the best course of action.

Once a possible case has been transferred from the premises, the room where the patient was placed should not be used, the room door should remain shut, with windows opened until it has been cleaned with detergent and disinfectant. Once this process has been completed, the room can be put back in use.

For more information, please visit: <https://www.gov.uk/government/publications/wn-cov-guidance-for-primary-care/wn-cov-interim-guidance-for-primary-care>

If a suspected case spent time in a communal area, for example, a waiting area or toilet facilities, then these areas should be cleaned with detergent and disinfectant (as above) as soon as practicably possible, unless there has been a blood or body fluid spill which should be dealt with immediately. Once cleaning and disinfection have been completed, the area can be put back in use.

If a practitioner is identified as having COVID-19 or may be infected

It is possible that we may have a situation whereby a practitioner at the clinic is unwell or may have to self-isolate. In the event a team member is taken unwell at the clinic, the above procedures for self-isolating in Room C will apply.

Clinic Practitioners: If possible, care of their patients should be transferred to another qualified practitioner with the patient's consent. For example, Chiropractic patients can be seen by another Chiropractor or Sports Therapist, and vice versa. Patients will be informed of this change as soon as soon as the Clinic is made aware that a Practitioner is unwell, we will contact their patients and offer them care with another practitioner at the clinic to allow them the opportunity to re-arrange for a later date. If the patient consents, their appointments can be scheduled as usual with the interim managing practitioner.

In the event this happens, care should be delivered in accordance with the current plan of management in place by the original practitioner, and no changes to the patient's plan of management should be made without the original practitioner's agreement.

Room users are expected to have their own contingency plans in place for the care of their patients. We would encourage you to seek advice from your regulatory body.

Maintaining the standard of service: Potential for Closure

There is a small chance we may have to close the clinic in the interests of public health. This should be a temporary situation whilst a deep clean is undertaken. If it becomes clear that the clinic cannot remain open without compromising safety or standard of service, we may make the decision to close the building.

If this decision is taken, it will be communicated to you as soon as reasonably practical.

We will also communicate this to our patients and advise them of other healthcare options available to them, such as directing them to another local clinic, or advising them to find a practitioner through the BCA BASRAT or SoST etc.

We will keep up to date daily with news and latest guidance regarding COVID-19 and release updates to our patients and team members accordingly.

We will continue to monitor this situation and ensure that we comply with all current guidelines and recommendations.