



What to expect when you come to a Wheelchair Service Clinic.

We understand that coming to a clinic or other healthcare setting during this time can cause some anxiety, particularly if you have not been out and about for a while. This leaflet explains what you can expect your visit to be like and the steps we have taken to make it a safe one.

NRS Healthcare is a COVID-19 Secure business. This means we have carried out a risk assessment and put into place all the recommendations to make it as safe as possible. We have cleaning, handwashing and hygiene procedures in line with government guidance. We have taken all reasonable steps to maintain a 2m distance with staff and service users. Where we cannot be 2m apart (for example in some specialist seating clinics) we have done everything practicable to manage risk – including the wearing of personal protective equipment.

Prior to you arriving you will have had a conversation with one of our staff outlining what to expect your visit to be like. This includes:

- When you arrive, you will be asked to stay in your transport until a member of staff comes to get you. As we know you are coming, we will be looking out for you so you shouldn't have to wait too long for us. The staff member will be in Personal Protective Equipment (PPE) and will be wearing a mask and gloves as a minimum
- If you would also like to wear PPE you can either bring what you use yourself, or provide a face covering of your choice
- As you come into the building you will be taken straight through to the clinic room and will be asked to sanitize your hands (either with soap & water, or a hand gel if you prefer)
- The assessment process will be done with the minimum of physical contact. However, in some cases it will be necessary for clinicians to come closer than 2 meters, and they may require actual physical contact. If this is the case full PPE will be worn.
- All equipment that is to be used will be cleaned before and after use with specialist sanitizing wipes and our staff will wash their hands regularly throughout the clinic appointment
- If at any time you feel uncomfortable or unsure about anything please do ask the staff who are with you, as we want you to be at ease and comfortable with the process
- Once the assessment is finished, any follow up plans will be discussed with you, and you will then be escorted from the clinic to your vehicle. If you have come to the appointment on hospital transport and it has not arrived to take you home, you will be taken to a waiting area where you can maintain your safe social distance until it arrives. You will then be escorted to it by a member of the wheelchair staff for your journey home.

Please do call the service on [01904 654 052](tel:01904654052) if you have any questions or concerns prior to your appointment and staff will be happy to discuss them with you