



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

**This document provides a written record of the heightened infection control measures that Alma Clinic (Great Shelford) has put into place to ensure the safety of all staff and patients during COVID-19.**

This risk assessment and mitigation record has been undertaken in conjunction with review of the institute of Osteopathy's guidance 'Infection control and PPE' and 'Adapting practice guide' available from: <https://www.iosteopathy.org/covid-19/adapting-your-practice/>

In this document you will find the following:

- **Table 1:** This is an overview of the measures Alma Clinic Great Shelford have taken and it forms the clinic policy for operating during COVID-19. This is available to all staff and patients.
  - NB: This does not constitute a full Health and Safety Risk Assessment as required by the Health and Safety Regulations for normal operation of business. Please see iO website for details of [Health and Safety Policy, assessment and reporting an incident guidance](#).
- **Table 2:** Areas assessed for risk and mitigating action taken. This records in detail the areas of potential risk that have been identified and record of the mitigating actions you have taken and when.
  - **Table 2a** - Protection for staff and patient before and when in clinic
  - **Table 2b** – Heightened hygiene measures
- **Table 3:** This outlines the PPE policy for staff at Alma Clinic (Great Shelford).
- **Table 4:** This table details how Alma (Great Shelford) will communicate its policies to staff and patients.

Alma (Great Shelford) is aware of the following: General Osteopathic Council Interim Infection Control guidance for COVID 19. Please see the link on our website referring to this document or search for it on the Internet using the following web link:

<https://www.osteopathy.org.uk/news-and-resources/document-library/about-the-gosc/interim-guidance-on-infection-control/>



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

We have assessed our practice (Alma - Great Shelford) for risks outlined and put in additional processes as detailed below

**This section provides an overview of measures Alma Clinic - Great Shelford has taken in preparation for opening and operating in the current COVID-19 situation.**

<b>Undertaken a risk assessment</b>	<ul style="list-style-type: none"><li>• Risk assessment undertaken on Monday October 12<sup>th</sup> 2020</li><li>• This is a working document and will be reviewed on any change of Government guidance.</li></ul>
<b>Heightened cleaning regimes</b>	<ul style="list-style-type: none"><li>• Clinic rooms will be cleaned in between each patient. They will also be aerated between each patient by opening the windows and doors. Windows to be kept open where possible at all times throughout the day to provide adequate ventilation.</li><li>• The reception area will be cleaned every 1 hour and/or after every patient.</li><li>• Hard surfaces in common areas will be cleaned after every patient.</li><li>• The clinic also employs cleaners who will clean each room thoroughly at the end of the day, every day, apart from Sundays when the clinic is closed. They will Hoover, wash the floors, wipe down all touch points (door handles, chair arm rests, bins) and disinfect surfaces such as desks, chairs, treatment couches and reception area furniture. They will also be responsible for checking that bins in all rooms are emptied and stored in the correct bins outside.</li><li>• The toilets are shared with other businesses in the building. The landlord for the building employs cleaners for the communal toilets and will be cleaned regularly throughout the day.</li></ul>



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

<b>Increased protection measures</b>	<ul style="list-style-type: none"><li>• Protective acrylic screen installed for the reception area desk.</li><li>• Cashless payments only and online bookings available.</li><li>• All paperwork is digital where possible to limit touching paper and sharing stationery.</li><li>• No linens on treatment couches and all pillows have wipeable covers.</li><li>• PPE for the practitioners to be worn and changed between every patient.</li><li>• PPE for the receptionist to be worn (visor or mask).</li><li>• Hand sanitiser station installed at the entrance to the clinic</li><li>• Hand sanitiser available in all clinic rooms.</li><li>• All staff and patients to wear a face covering or visor indoors at all times.</li></ul>
<b>Put in place distancing measures</b>	<ul style="list-style-type: none"><li>• Staggered appointment times to limit patient cross-over with multiple practitioners</li><li>• 2m floor markings</li><li>• Social distancing signs around the clinic to remind staff and patients to keep 2m apart where possible.</li><li>• Seating in the waiting area has been spaced out. Signs on chairs that are out of use to ensure distancing is possible.</li><li>• Number of patients and/or staff in the reception area to be limited to 4 people (including one receptionist).</li><li>• Patients will be encouraged to arrive for their appointment time in order to limit waiting in the reception area.</li><li>• Staff meetings will take place online via Zoom to prevent face-to-face group gatherings.</li></ul>
<b>Staff training</b>	<ul style="list-style-type: none"><li>• Correct handwashing technique best practice - signs will be displayed at handwashing points.</li><li>• Staff will be briefed on how to put on/remove PPE safely. PPE posters will also be displayed in each clinic room.</li><li>• Staff briefed and trained on updated clinic policies and infection measures.</li><li>• Staff will be briefing on pre-screening calls and the NHS guidance regarding COVID-19 symptoms. COVID-19 symptom posters to be displayed on arrival in the reception area.</li></ul>
<b>Providing remote/ telehealth consultations</b>	<ul style="list-style-type: none"><li>• All patients will have telephone pre-screening call</li><li>• Follow-up/maintenance appointments available via telephone/video call</li></ul>
	Document last updated: <b>12.10.2020</b>



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

The following sections are a means to consider/describe the risks in your clinic and record the measures you have put in place to operate as safely as possible and mitigate risk of infection.

Table 2a. Protection of staff and patients before they visit, and when in, the clinic. We have assessed the following areas of risk in our practice (Alma - Great Shelford) and put in place the following precautions			
	Description of risk*	Mitigating action	When introduced
<b>Pre-screening for risk before public/patients visit the clinic</b>	High	<p>All patients booking an initial consultation by telephone, will be triaged and offered a virtual consultation if they cannot attend one face to face. All patients booking online will have options to select either a virtual or a face to face initial consultation appointment. For follow-up appointments, the format of their appointment will be discussed and agreed with them by their practitioner.</p> <p>If a virtual consultation does not meet the needs of the patient, the patient (and their chaperone if relevant) will be pre-screened before they arrive in the clinic for example, but not limited to:</p> <ul style="list-style-type: none"> <li>• Screening for any symptoms of COVID 19 (e.g. high temperature or a new, persistent cough) in the last 7 days</li> <li>• Screening for extremely clinically vulnerable patients</li> <li>• Screening for additional respiratory symptoms or conditions e.g. hay fever, asthmas etc</li> <li>• Screen to see if a member of their household had/has symptoms of COVID-19 or are in a high-risk category i.e. shielded as considered extremely clinically vulnerable?</li> <li>• Screen to see if they been in contact with someone with suspected/confirmed COVID-19 in last 14 days.</li> </ul>	<p>High</p> <p>There will need to be very clear communication of expectations and adherence to procedures by all members of the clinic community.</p> <p>Everyone will need to demonstrate that they understand their personal and collective responsibilities.</p>



Alma - Great Shelford

Infection risk assessment and mitigation for COVID-19

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	Description of risk*	Mitigating action	When introduced
		<ul style="list-style-type: none"> <li>• Inform patient of the risk of face to face consultation – staff must document that they have informed the patient of risk associated with attending the clinic, and that they are not experiencing symptoms of COVID-19.</li> <li>• Options for telehealth / virtual consultations</li> <li>• All triage pre-screening information must be documented in the patient digital notes.</li> <li>• Patient to be asked to arrive for their specific appointment time to try and avoid waiting in the reception area for a long period of time.</li> <li>• On arrival, patient to have their temperature* taken using an infra-red digital thermometer, asked to wear a face covering (unless exempt for a medical reason), check in to the COVID-19 NHS Test and Trace App using the QR code reader on display at the front door and sanitise their hands using the automatic dispenser. Patient to follow the 2m markers and adhere to the social distancing rules in place.</li> <li>• *A high temperature is defined as a reading of 37.8C or greater.</li> <li>• Patient to wear a face covering (unless exempt for a medical reason) during their appointment and after when leaving.</li> <li>• Patient to be encouraged to pay by card (contactless/cashless payment where possible).</li> </ul>	
Protecting members of staff	High	<ul style="list-style-type: none"> <li>• Opportunities for staff to express concerns will be facilitated.</li> <li>• Confidentiality will be assured if staff disclose personal information; discussions will be used to agree pragmatic and safe working arrangements.</li> <li>• All staff will take part and receive a work induction. Any staff medical plans will be reviewed.</li> </ul>	Medium



Alma - Great Shelford

Infection risk assessment and mitigation for COVID-19

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	Description of risk*	Mitigating action	When introduced
		<ul style="list-style-type: none"> <li>Information/guidance from public health England and government will be shared with all staff, appropriate action implemented, and adjustment to the risk assessment made.</li> <li>Complete individual risk assessments for affected staff as required.</li> </ul>	
Confirmed cases of COVID 19 amongst staff or patients	High	<ul style="list-style-type: none"> <li>The clinic will take swift action when we become aware that someone that has attended (staff or patients) has tested positive for coronavirus (COVID-19). We will immediately contact Public Health England (PHE).</li> <li>PHE - East of England Health Protection Team. Telephone 0300 303 8537. Out of hours for health professionals only 01603 481221.</li> <li>We will work with them to guide us through the actions that we may need to take.</li> <li>Should a member of staff be tested for COVID-19 the clinic will follow Public Health England's Flowchart describing when to return to work following a SARS-CoV-2 test - available online here: <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/905673/Flowchart_for_return_to_work_symptomatic_30_july.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/905673/Flowchart_for_return_to_work_symptomatic_30_july.pdf</a></li> <li>If the patient experiences symptoms and advises the clinic that they have symptoms of COVID-19 within 2-3 days of visiting the clinic, any staff with direct contact to that individual should self-isolate and the follow the NHS and Government guidance.</li> <li>Anyone with indirect contact with the patient, should be advised of the situation and suggest they monitor for symptoms (those with indirect contact with suspected cases COVID 19 do not need to self-isolate).</li> </ul>	High



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

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	Description of risk*	Mitigating action	When introduced
Travel to and from the clinic	High	<ul style="list-style-type: none"> <li>Patients will be required to sign an informed consent form for attending the clinic during the coronavirus (COVID-19) public health crisis.</li> <li>This informs them of the increased risk of public transport and other ride sharing services.</li> <li>Parking is available on-site for those using their own modes of transportation.</li> <li>All patients are asked to only arrive at the clinic at the time of their appointment to minimise risk of exposure.</li> <li>All staff are encouraged to read the COVID-19 Safer Travel Guidance ('easy read guide') published by the Department for Transport. (e.g. avoiding the busiest routes and rush hour where possible and walking or cycling if they can).</li> </ul>	Medium
Entering and exiting the building	High	<p>Below details the process for both staff and patient entering and exiting the clinic:</p> <ul style="list-style-type: none"> <li>Staff will be asked to ensure they wear a fresh set of work clothes each day.</li> <li>Patients will be asked not to arrive early or late for their appointment to avoid overcrowding therefore complying with social distancing if other patients are in the clinic.</li> <li>When entering the building, all staff and patients will have their temperature* taken using an infra-red digital thermometer, asked to wear a face covering (unless exempt for a medical reason), check in to the COVID-19 NHS Test and Trace App using the QR code reader on display at the front door and sanitise their hands using the automatic dispenser. All staff and patients to follow the 2m markers and adhere to the social distancing rules in place.</li> <li>*A high temperature is defined as a reading of 37.8C or greater.</li> </ul>	Medium



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

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	Description of risk*	Mitigating action	When introduced
		<ul style="list-style-type: none"> <li>There is only one route in and out of the clinic. The layout of the clinic does not allow for a one-way entry/exit system however the staggered appointment times and wide corridors allow for appropriate spacing when walking through the building.</li> </ul>	
Reception and common areas	High	<ul style="list-style-type: none"> <li>Patients will be asked to turn up promptly for their appointment time to reduce time in the waiting area.</li> <li>Patients will be encouraged and asked to pay using a contactless or card payment method instead of cash and they will be asked prior to their appointment.</li> <li>Floor spacing markers indicate distancing from the reception desk.</li> <li>Patients will be asked to turn up promptly at their appointment time to reduce time in the waiting area</li> <li>Patients encouraged to use card/contactless payment instead of cash, and they will be asked prior to their appointment.</li> <li>Patients also have the opportunity to book their appointments online using the online booking system or over the phone.</li> <li>The reception desk will have a protective screen fitted for increased protection between the receptionist and other staff/patients.</li> <li>The front door into the reception area to be opened every hour for 10 minutes to allow for adequate ventilation of the room. The main window by the reception desk to be kept open. This will be reviewed in the winter months when it is much colder e.g. it may be best to open the windows intermittently and/or keep them open during peak times.</li> </ul>	Low



Alma - Great Shelford  
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	Description of risk*	Mitigating action	When introduced
		<ul style="list-style-type: none"> <li>All rooms have air-conditioning units installed however they will be switched off.</li> </ul>	
Social/physical distancing measures in place	High	<ul style="list-style-type: none"> <li>Staggered appointment times so that patients do not overlap in reception</li> <li>A maximum number of 5 staff/patients/chaperones in the reception area at any one time.</li> <li>A maximum number of 3 staff/patients/chaperones in the clinic rooms at any one time.</li> <li>A maximum number of 17 staff/patients/chaperones in the building at any one time.</li> <li>Social distancing markers will be placed on the reception area and common walkways.</li> <li>Chaperones to sit in designated chair in the clinic room to maintain social distancing between the staff member and patient.</li> </ul>	Low
Face to face consultations (in-clinic room)	High	<ul style="list-style-type: none"> <li>At least 1m spacing between the practitioner and the patient to encourage social distancing when taking a case.</li> <li>Both practitioner and patient to wear a face covering at all times including during the face to face consultation and treatment.</li> <li>One parent/guardian only with visits for children</li> <li>No additional family members except if requested as a chaperone - as stated in the box above.</li> <li>At the time of booking - if a patient has requested a chaperone to be present - staff will ask the patient for the chaperone's contact details in order to conduct a pre-screening with the chaperone over the phone. If the chaperone</li> </ul>	Medium



Alma - Great Shelford

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	Description of risk*	Mitigating action	When introduced
		<p>cannot be contacted, chaperone to be pre-screened upon arrival outside the building by the reception area. Chaperone will have the risks communicated to them before entering the building.</p> <ul style="list-style-type: none"> <li>• Staff must document that they have informed the chaperone of risk associated with attending the clinic, and that they are not experiencing symptoms of COVID-19. The chaperone will have to sign a COVID consent form agreeing to this. This will be kept electronically in line with GDPR regulations.</li> <li>• Chaperone to wear a face covering (unless exempt for a medical reason) at all times including upon arrival, during the patient's face to face consultation and treatment and when exiting the building.</li> </ul>	

Table 2b Hygiene measures We have assessed the following areas of risk in our practice (Alma - Great Shelford) and put in place the following heightened hygiene measures			
	Description of risk	Mitigating action	When introduced
Increased sanitisation and cleaning	High	<ul style="list-style-type: none"> <li>• Clinic rooms - plinths, desk, door handles, equipment chairs - between each patient. They will be cleaned and wiped down with Zoflora spray.</li> <li>• Reception surfaces, doors and door handles cleaned regularly throughout the day</li> </ul>	Low



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

**Table 2b Hygiene measures**  
We have assessed the following areas of risk in our practice (Alma - Great Shelford) and put in place the following heightened hygiene measures

	Description of risk	Mitigating action	When introduced
		<ul style="list-style-type: none"> <li>• Card machine wiped down between each patient</li> <li>• Reception chairs steamed daily</li> <li>• All clinic rooms and reception surfaces will be cleaned using Zoflora Concentrated disinfectant spray (disinfectant mixed with water). Base: 65-75% ethanol, &lt;3% Benzalkonium chloride and Methanol (denaturant for Ethanol).</li> <li>• Zoflora Safety Data Sheet stored in the clinic in the storage room.</li> <li>• Use of at least 70% alcohol sanitisers/wipes, using bleach-based detergents for floors</li> </ul> <p>Actions to minimise the number of surfaces requiring cleaning</p> <ul style="list-style-type: none"> <li>• Remove unnecessary linen/use plastic pillowcases that can be wiped and cleaned between patients</li> <li>• Clinic rooms and waiting areas will be decluttered to remove unnecessary items.</li> <li>• Wooden floors throughout the entire clinic / no carpets which can be cleaned easily.</li> <li>• Doors between common areas will be kept open if safe and appropriate to do so, to reduce touch points.</li> </ul>	
Aeration of rooms	Medium	<ul style="list-style-type: none"> <li>• Reception area - The front door into the reception area to be opened every hour for 10 minutes to allow for adequate ventilation of the room.</li> <li>• The main window by the reception desk to be kept open. This will be reviewed in the winter months when it is much colder e.g. it may be best to open the windows intermittently and/or keep them open during peak times.</li> </ul>	Low



Alma - Great Shelford  
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**Table 2b Hygiene measures**  
We have assessed the following areas of risk in our practice (Alma - Great Shelford) and put in place the following heightened hygiene measures

	Description of risk	Mitigating action	When introduced
		<ul style="list-style-type: none"> <li>• Clinic room - leave the window or door open for 15 minutes after each patient.</li> <li>• The rehab/gym room has no windows leading directly outside so the clinic room door will be open for at least 15 minutes between each patient.</li> <li>• All rooms have air-conditioning units installed however they will be switched off.</li> </ul>	
Staff hand hygiene measures	High	<ul style="list-style-type: none"> <li>• All staff to sanitise their hands on arrival using the automatic dispenser in the reception area.</li> <li>• Clinic practitioners to wear gloves when treating patients.</li> <li>• Clinic practitioners to sanitise their hands in between each patient.</li> <li>• Clinic practitioners to wash their hands with soap and water for at least 20 seconds regularly throughout the day e.g. key breaks. Sanitise afterwards.</li> <li>• Hand sanitiser pumps available in all clinic rooms.</li> <li>• Reception staff to wash their hands regularly with soap and water regularly throughout the day.</li> <li>• Hand washing poster/guidance on display by the sinks.</li> <li>• Gloves available for reception staff if they wish to wear them.</li> <li>• Automatic sanitiser dispenser and hand sanitiser pump available in reception area.</li> </ul>	Low
Respiratory and cough hygiene	High	<ul style="list-style-type: none"> <li>• 'Catch it, bin it, kill it' posters in all rooms</li> <li>• Reception area - provision of disposable, single-use tissues.</li> <li>• Reception area - waste bin (lined) available to dispose of tissues.</li> <li>• Clinic rooms - provision of disposable, single-use tissues.</li> </ul>	Medium



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

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	<b>Description of risk</b>	<b>Mitigating action</b>	<b>When introduced</b>
		<ul style="list-style-type: none"><li>• Clinic rooms - all clinic rooms have a foot-operated pedal bin with lid to dispose of tissues.</li><li>• Hand washing facilities and sanitising stations available for patients, visitors, and staff.</li></ul>	
Cleaning rota/regimes	Medium	<ul style="list-style-type: none"><li>• The reception staff will be responsible the cleaning of the reception/common area throughout the day (every hour).</li><li>• External cleaners will come in daily every evening to clean all rooms.</li><li>• A written record of cleaning time and by whom kept by reception.</li><li>• Reception to leave the cleaning record out at the end of the day for the external cleaners to sign the log.</li><li>• Communal toilets (shared with other businesses) will be cleaned regularly. This is organised by building management.</li></ul>	Low



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

Table 3. Personal Protective Equipment: Alma's (Great Shelford) policy for use and disposal of PPE	
Clinicians will wear the following PPE	<ul style="list-style-type: none"><li>• Clinicians will meet their patient wearing full PPE. This will consist of:</li><li>• Single-use nitrile disposable gloves and disposable plastic aprons with each patient</li><li>• Fluid-resistant surgical masks (Type 2R) with each patient</li><li>• Eye protection, e.g. if there is a risk of droplet transmission or fluids entering eyes, clinicians will wear plastic visors with each patient.</li></ul>
When will PPE be replaced	<ul style="list-style-type: none"><li>• Clinicians will change their gloves and apron between each patient.</li><li>• Clinicians will change their surgical mask at the end of every session (every 4 hours).</li><li>• Visors to be cleaned in between each patient (if worn) and to be replaced when potentially contaminated, damaged, damp, or difficult to breathe through.</li><li>• PPE for clinicians will be kept in the cupboard provided in each treatment room.</li><li>• Larger items/PPE deliveries will be kept in the locked storage cupboard off treatment room 1.</li></ul>
Reception staff will wear the following PPE	<ul style="list-style-type: none"><li>• Fluid resistant surgical masks (type 2R) for those in direct contact with patients</li><li>• Single-use nitrile disposable gloves available if staff wish to wear them.</li></ul>
Patients will be asked to wear the following PPE	<ul style="list-style-type: none"><li>• Fluid-resistant surgical masks if respiratory symptoms e.g. from hay fever or asthma</li><li>• Face-covering in clinical and waiting areas</li><li>• If patient does not bring their own face covering/mask, they will be provided with one by the clinic.</li></ul>
PPE disposal	<ul style="list-style-type: none"><li>• PPE will be disposed of after use in the plastic bags provided in all bins in every clinic room. This bag will then be placed in the normal waste for collection by your local authority.</li><li>• Tissues, cloths and cleaning wipes also bagged and disposed of with PPE.</li></ul>



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

Table 4. Communicating with patients: How Alma (Great Shelford) will advise patients of measures that we have taken to ensure their safety and the policies that have been put in place.	
Publishing your updated clinic policy	<ul style="list-style-type: none"> <li>• The clinic's COVID policy will be published on clinic wall, copies available from reception on request.</li> <li>• The policy will be made available on the clinic's website - <a href="http://www.almaclinic.co.uk">www.almaclinic.co.uk</a></li> <li>• Patients will be made aware that the policy is available online and in the clinic in their appointment confirmation email.</li> </ul>
Information on how you have adapted practice to mitigate risk	<p><i>Detail here what general information on steps taken and where it has been published</i></p> <ul style="list-style-type: none"> <li>• This is a brand new clinic opening while COVID is present in society. Therefore, every measure has been taken to follow the Government guidance.</li> <li>• Information about our practice (Alma - Great Shelford) and all policies have been created and added to the clinic's website.</li> <li>• Marketing and advertising (social media accounts) include reference to the safety measures that have been adopted ready for opening.</li> <li>• Patients will be updated via e-mail if there are any changes in Government guidance.</li> </ul>
Pre-appointment screening calls	<ul style="list-style-type: none"> <li>• Pre-screening calls will take place at least 3 days before the scheduled appointment e.g. Monday morning appointment - patients will be called on the Friday beforehand.</li> <li>• Same day appointments can only be booked over the phone and the pre-screening call will take place at the same time.</li> <li>• A member of the reception team/non-clinician will call. They will receive training about the pre-screening information they need to ask the patient and how to record/log the pre-screening information. The staff will also be given an information sheet about what to ask during the screening call and this will be kept behind the reception desk.</li> </ul>
Information for patients displayed in the clinic	<ul style="list-style-type: none"> <li>• Door notices advising anyone with symptoms not to enter the building.</li> <li>• NHS COVID-19 check in using QR Code for Test and Trace.</li> <li>• Posters advising patients to wear a face covering and to keep socially distanced.</li> <li>• Notices on other public health measures e.g. hand washing/sanitising/Catch-it, bin it kill</li> <li>• Providing patients contact for more information if needed see iO website for free posters</li> </ul>



Alma - Great Shelford  
Infection risk assessment and mitigation for COVID-19

	<ul style="list-style-type: none"> <li>• Poster on the front door reminding patients of the maximum number of people allowed in the reception area (4 including the receptionist) and to be reminded to wait outside if maximum capacity is reached.</li> </ul>
Other patient communications	<ul style="list-style-type: none"> <li>• All clinic information including 'meet the team,' clinic opening times, booking information, services provided and prices and all clinic policies will be available on the clinic website.</li> <li>• The website will also contain a separate page for COVID-19 information, measures/policies put in place and where to get more information.</li> <li>• As this is a new clinic opening, the clinic plans to develop a range of videos for social media detailing patient journey, heightened hygiene measures and other measures the clinic is putting in place to keep staff and patients safe.</li> <li>• Patients and chaperones (if present) will be asked to check in to the clinic using the NHS COVID-19 test and trace app.</li> <li>• Patients and chaperones (if present) will be asked to contact the clinic if they subsequently develop symptoms up to 14 days after their appointment.</li> </ul>

**\*Risk rating**

Likelihood / Impact	Minor	Moderate	Major
Unlikely	Low	Low	Medium
Possible	Low	Medium	High
Likely	Medium	High	High