



16th March 2020

Dear Patients,

You are all aware of the current issues being created by the Coronavirus and Covid 19.

Current Situation

Following government recommendations today. Everyone should avoid non-essential contact at present to prevent the spread of the virus.

First and foremost, Healthflex has everyone's best interests at heart. We are looking to protect you during your visit and with this in mind, we are putting certain measures and restrictions in place when visiting the clinic so please bear with us during this difficult time. These measures have been put in place not only for your benefit but for the benefit of other patients and our staff. We are following the recommendations of Public Health England (PHE) and making decisions based on their guidance.

Please do not attend the clinic if any of the following apply;

- 1. You have a temperature or are feeling unwell**
- 2. You have a new or persistent cough**
- 3. Anyone in your immediate family you live with has a cough or is unwell**
- 4. You have a cold or any symptoms of an upper respiratory tract infection**
- 5. You have travelled anywhere abroad within the past 7 days regardless of if you feel well. If you well and symptom free 7 days after your return, we will be happy to see you.**

(NB Rules 4 & 5 are restrictions imposed by us and not current recommendations of PHE)

We would like to reassure you that we have taken all measures to ensure that the clinic is clean. All beds, chairs and contact surfaces will be cleaned between appointments with anti-bacterial cleaner. All common contact areas such as door handles, arms of chairs, toilet and doors will also be cleaned regularly.

Please note, If you have to cancel at short notice due to these symptoms you will not be charged for late cancellation.

Looking Forwards

This is obviously a fast changing situation and we will endeavour to keep you posted about any changes. Please visit our website at www.healthflex.co.uk for up to date information

In light of today's recommendations, we appreciate that some of you may not wish to attend at present or are unable to attend for various reasons. For current patients, we may be able to offer you some ongoing advice over the phone to help you. We are currently looking into ways that we can provide our services via video consultation and ways to attend our exercise classes remotely - once these measures are in place we will advise you.

If you have any specific queries, please feel free to contact us at enquiries@healthflex.co.uk or 01428 642577

For further information, please visit Public Health England for further guidance
- <https://www.gov.uk/government/organisations/public-health-england>

Thank you all for your support and understanding,

Martin Dyer and Heidi Well - Directors, Healthflex Limited