

Topic	Question	Relevant links
PPE Guidance	<ul style="list-style-type: none"> • Clarity from the CSP regarding recommending private practice. It is recognised that the CSP published a document on the 12/05/2020. However, the guidance to private practice did not appear to reflect NHS workers who are resuming 'normal' services with appropriate PPE. • Mainly about what PPE and risk measures to overcome to safely work in the community • Clarity around PPE • Sourcing of PPE when able to open • advice and return to face to face contact, relevant procedures and PPE • clear guidance will be appreciated about PPE standards for resuming f2f rehab in home / community (Gym / park / work) locations 	<p>For all PPE guidance, we advise our members to follow current national guidance at PHE on the Gov.uk website. The link is: https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control</p> <p>For care homes and PPE please click on the following link: https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes</p> <p>Stepdown and transfer of patients into community: https://www.gov.uk/government/publications/covid-19-guidance-for-stepdown-of-infection-control-precautions-within-hospitals-and-discharging-covid-19-patients-from-hospital-to-home-settings/guidance-for-stepdown-of-infection-control-precautions-and-discharging-covid-19-patients</p> <p>Our guidance cannot realistically cover specific clinical scenarios; therefore members in all specialities and sectors, would need to make use of local arrangements, individual risk assessment and work with service leads and infection control (or individuals holding equivalent responsibilities) . After following these processes, if you still feel at risk then contact your local CSP H&S or workplace rep. If you don't know who your local rep if or don't have a local rep contact the CSP Enquiries line on 02073066666</p>
Private Practice	<ul style="list-style-type: none"> • Many Patients requiring Aquatic Physiotherapy (non Covid 19) require 1:1 or 2:1 handling in the hydrotherapy pool, complex neuro , PMLD etc. most of whom are shielded with support teams. They are normally treated in hospitals & in the community some in their own pools and rented pools plus hospital pools. It is impossible to treat these clients 	<p>7 factor guidance: https://www.csp.org.uk/news/coronavirus/clinical-guidance/remote-or-face-face-consultations/implementing-guidance-england</p>

keeping the social distancing 2m rule. **When are we able to treat such patients?**

- **How and when can we start treating the post Covid 19 patients in the pool?** We understand there will be considerable rehabilitation needs and that the physical, physiological (with COVID affecting multiple organs) and psychosocial benefits of working in the water may be very beneficial with appropriate PPE and distancing where possible. A decision tree may be helpful.
- What is the CSP doing to support their membership trying to make **business interruption insurance claims**?
- The complete lack of monetary support from government for me and my practice
- Financial considerations regarding gaps in govt. provision for members, e.g. rates relief, limited company provision, and including business interruption insurance concerns
- Complete loss of income from one job as service has been closed under current restrictions. Client, who is an employer, does not want telehealth physical or ergonomic assessments including DSE at present. Other work - some telehealth consultations but at hugely reduced rate even though time allocation is similar (except for travel) and tech issues often to contend with (for patient and or physio) that increase assessment time
- Clear guidance on when/how private practices can/should open with Regards to f2f

Face to Face Flowchart for decision making in Private Practice:

https://www.csp.org.uk/system/files/documents/2020-05/Covid-19_Face-to-Face%20Consultations_Flow%20Chart_V4.pdf

Please see our Business support page via the website:

<https://www.csp.org.uk/news/coronavirus/private-practiceindependent-sector/government-financial-support-businesses-self>

Physio First support pages:

<https://www.physiofirst.org.uk/resources/coronavirus-covid-19.html>

Unfortunately, we are unable to offer specific business advice.

Face to Face guidance:

	<ul style="list-style-type: none"> • Very challenging to prioritise face-to-face assessments for those staff who are off work. Guidance on face to face going forward would be great • Osteopaths and Chiropractors are returning to practice where is the consistency with physios working in private practice? • Advice regarding/ Production of relevant consent forms • The complete lack of monetary support from government for me and my practice • When new directions from government are issued it is really useful if the CSP clarified what this means to us particularly for private practice. I feel the CSP concentrated on the NHS more than us and they often have very specific direction and 	<p>https://www.csp.org.uk/system/files/documents/2020-05/Covid-19_Face-to-Face%20Consultations_Flow%20Chart_V4.pdf</p> <p>See face to face guidance link above</p> <p>Physiotherapy services and clinics have always been able to operate but with restrictions on what is deemed urgent and essential. Please see below information for Osteopaths and Chiropractors, which is similar guidance to the CSP.</p> <p>https://www.osteopathy.org.uk/news-and-resources/news/covid-19-using-professional-judgement/</p> <p>https://chiropractic-uk.co.uk/coronavirus-covid-19/</p> <p>Consent forms need to be produced locally by the employer or clinician. CSP does not have any templates, however we will shortly be publishing guidance on consent and additional issues to consider at this time.</p> <p>https://www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19#support-for-businesses-through-the-coronavirus-job-retention-schemeCSP references resources from relevant government and other recognised bodies influential in matters influencing members working arrangements and terms and conditions. These include, but are not limited to NHS related resources. The majority of CSP members do work wholly or in part in the NHS and it is also the benchmark for other healthcare providers so of wider relevance. We also cite information from other</p>
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	<p>trade union support but private practitioners are left with vague instructions</p> <ul style="list-style-type: none"> • Would like some sort of relevant feedback from the CSP when and how we can return to face-to-face assessments: Getting more information from the hairdresser's guild? • I would value very clear advice about what possible scenario would justify a face-to-face appointment. • Clear guidance without ambiguity as to what I can and cannot do. 	<p>trusted sources that have relevance across all sectors like Sage, ACAS, HSE and the TUC</p> <p>The CSP has worked extensively to provide up to date guidance for all members including Private Practice members. For example, please see our comprehensive COVID advice via our website link here: https://www.csp.org.uk/news/coronavirus The link provided here offers guidance on both professional and trade union issues</p> <p>Please see new guidance on face to face https://www.csp.org.uk/system/files/documents/2020-05/Covid-19_Face-to-Face%20Consultations_Flow%20Chart_V4.pdf See above face-to-face flowchart and links. CSP cannot give specific guidance regarding specific tasks regarding patient/client sessions. This needs to be the decision of the organisation or clinician, and based on local arrangements and individual risk assessment.</p>
Testing	<ul style="list-style-type: none"> • For our members working In the community going from house to house, will testing and re testing be appropriate alongside PPE to both NHS and private practitioners to ensure we don't become Covid 19 super spreaders ? 	<p>Testing guidance and advice: https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</p>
Digital / Virtual	<ul style="list-style-type: none"> • Use of remote forms of rehab e.g. telephone, video conferring, digital resources, apps etc. (pros/cons/training needs) • Safety and efficacy issues relating to exercise prescription in the absence of a physical face to face assessment • We work with elderly outpatients. We also run an exercise class and would usually then forward on our patients to 	<p>Please see our Digital page on the CSP website for more information: https://www.csp.org.uk/publications/covid-19-guide-rapid-implementation-remote-consultations</p> <p>Please also find further information from within the DIPG (Digital Informatics Physiotherapy Group) here:</p>

	<p>classes in the community. We are currently not seeing any of our patients face to face and doing a lot of telephone triaging. We have carried out a few home visits for patients who are falling or at very high risk of falling. Question: Does anyone have any suggestions how in the future we can still see patients who require face-to-face therapy in an outpatient setting?</p> <ul style="list-style-type: none"> • CSP is virtual first. But we know that some pain cannot be treated remotely. There is a clash of ethics: how can we continue to push video consults when we know patients will improve more with face to face? All risk assessments done, PPE ordered. It leaves us stuck in the middle. • Guidance on Video consultation protocols and acceptable ways to modify assessment when an objective face to face assessment cannot be undertaken 	<p>https://www.csp.org.uk/professional-clinical/digital-physiotherapy/digital-infomatics-physiotherapy-group</p> <p>Please see face-to-face advice link below, or consider using the iCSP COVID forum for peer-to-peer support.</p> <p>Within decision making needs to also be consideration towards duty of care and the risk of further spreading the virus if face to face is the chosen route of patient consultation. Suggestion of referring back to duty of care guidance here in conjunction with face to face flowchart guidance:</p> <p>https://www.csp.org.uk/system/files/documents/2020-05/Covid-19_Face-to-Face%20Consultations_Flow%20Chart_V4.pdf</p> <p>Duty of care guidance https://www.csp.org.uk/publications/duty-care</p> <p>https://www.csp.org.uk/system/files/documents/2020-05/Covid-19_Face-to-Face%20Consultations_Flow%20Chart_V4.pdf See also links above for Digital pages</p>
Rehab Services	<ul style="list-style-type: none"> • Concerns regarding cardiac rehab services being suspended altogether or having the cardiac rehab physiotherapist redeployed and managers not recognising that cardiac rehab is an essential service 	<p>Please see our advice on workplace issues and further advice would be to discuss with local teams and management on re-starting services.</p> <p>https://www.csp.org.uk/news/coronavirus/workplace-employment/workplace-fags</p> <p>For remote solutions please see our digital advice here:</p>

	<ul style="list-style-type: none"> • Our community therapy team is currently ‘bridging the gap’ in care provision. Patients are being discharged and our therapy team is carrying out care visits if there is no available care. We have had no training in care provision. This is a change to our working that is fine in an emergency but when is the ‘emergency’ over. Our hospitals have capacity. There was always a lack of care in the community that delayed discharged. We have concerns over how long we will be expected to do this. Is this best use of experienced therapy staff? • Currently not offering rehab (only telephone advice and virtual advice- however, we mainly see elderly clients and not much opportunity for virtual consultations). As we are only doing emergency community (prevent admissions and facilitate discharge) visits. We have major concerns for patients due to lack of rehabilitation. This also effects patients care needs. 	<p>Advice would be to liaise with managers, follow Trust guidance, and raise concerns. CSP has followed national guidance about service delivery and face-to-face contact. Digital guidance and advice is here: https://www.csp.org.uk/publications/covid-19-guide-rapid-implementation-remote-consultations</p>
<p>Return to Work / Occupational Health</p>	<ul style="list-style-type: none"> • Giving members confidence in returning to work within the current guidelines/tools available • Individual Risk assessment by managers in return to work and in work if at risk • As a business owner, I am concerned regarding the future. Any ergonomic work has ceased so specific guidelines on return to workplace assessments would be helpful. The government do not see our worth and have refused to include us for a grant. The government needs more awareness of physio if this is the case and it has to come from the CSP • Specific guidance for OH environments 	<p>Please see following tools and guidance for return to work: AHP Health and Work Report http://www.ahpf.org.uk/AHP_Health_and_Work_Report.htm The CSP support individual risk assessment as part of the employers duty of care</p> <p>SOM (Society of Occupational Medicine) free Return to Work Toolkit: https://www.som.org.uk/return-to-work/</p> <p>Please also see further guidance from HSE here: Risk assessment in the workplace https://www.hse.gov.uk/simple-health-safety/risk/index.htm</p>

	<ul style="list-style-type: none"> All the companies i work with are trying their best to save money while keeping up with their legal obligations. Many are stuck due to the HSE guidance being that laptop users should use a mouse and keyboard and find a way to raise their screen. As the guidance looks at sitting on a normal chair, most companies are taking the line that they will not provide even a basic chair, unless there are significant specialist requirements. This is despite knowing they will be asking people to WFH for the foreseeable future, and potentially permanently for most of them. As a result, many employees will end up having to purchase their own equipment. It would be useful to put some pressure of the HSE to provide some new guidance for those who will be WFH longer term, hoping that it may justify companies at least helping with sourcing seating and helping employees get a discount or being provided with adjustable seating for home 	<p>Working Safely Guide https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf The CSP have worked hard to provide media coverage regarding our work with rehabilitation in collaboration with other stakeholders.</p>
Re-start of other services	<ul style="list-style-type: none"> Concerned re risks of delivering people handling practical training Guidance on how, if at all possible, manual treatment can take place for current occupational health contracts, without compromising infection control measures...ie. We cannot perform manual treatment from 2 metres unless there is guidance on tools we can perhaps use and then clean between patients. Also face holes in plinth pose a heavy infection control risk so guidance on how best to clean/sanitise plinths would also be useful. 	<p>Please review national PPE guidance in conjunction with local policy. Also advisable to consult with local infection control teams: https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe https://www.csp.org.uk/system/files/documents/2020-05/Covid-19_Face-to-Face%20Consultations_Flow%20Chart_V4.pdf</p>

<p>Workplace issues / concerns</p>	<ul style="list-style-type: none"> • Change in working hours. We are now shift working in community therapy 8am-8pm. Concerns that our trust will expect us to stay working these hours. No formal change to contracts was discussed before this change. • Work part-time temporary contract & part-time self-employed. Worried re . Will I still have a job for both jobs in private sectors? Have found out today that I am not eligible for self-employed grant, as these earnings are less than employed role. Cannot get universal credit. Have been looking at working in supermarket. Really, worried if I will be able to return to previous work and when? I am a highly specialised Occ. health physio with large number of years of experience. Unsure what to do next? Wait and see, but for how long? When we be able to resume face-to-face contact with clients? That is if they want to come to the clinic. Worried about my future and financial situation. Online videos and training would be helpful. • Supporting physiotherapy colleagues - I am currently still at work remotely, mainly from home but colleagues are furloughed/stood down without pay (contractors). • redeployment; changes to working hours; future job security • Redundancies. 	<p>Please see our section on the CSP website for all workplace related questions: https://www.csp.org.uk/news/coronavirus/workplace-employment/workplace-fags</p> <p>Advice would be to contact your local CSP steward or safety reps to work through individual queries. In workplaces that don't have a workplace rep, members would need to contact the CSP directly for advice on 02073066666</p> <p>ERUS, the CSP trade union arm represents CSP members who are employees or workers. All registered members including self-employed have access to ERUS support in regulatory matters (HCPC investigation and hearing)</p>
<p>CSP website queries</p>	<ul style="list-style-type: none"> • CSP need to please mark their updates clearly so we don't have to click in every link - it's not clear what's updated when 	<p>This has been addressed and we aim to perform regular checks on our information and update asap when guidance changes.</p>

Business support	<ul style="list-style-type: none">• CSP as mentioned before business support with issues like insurance and also clearer guidance on face to face - contradictory information at present• I am a partner in a private clinic. I completely understand and accept that the current restrictions are the right thing to do from a public health perspective. However, I am concerned regarding the long-term viability of my practice. As the financial assistance that we have received so far (small business grant etc.) will run out reasonably soon. At that point, difficult decisions will need to be made.	<p>Please see website updates for business advice here: https://www.csp.org.uk/news/coronavirus/private-practiceindependent-sector/government-financial-support-businesses-self</p> <p>https://www.csp.org.uk/system/files/documents/2020-05/Covid-19 Face-to-Face%20Consultations_Flow%20Chart_V4.pdf</p> <p>We cannot provide further business support – advice would be to contact Physio First for further guidance as required.</p>
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