HARBOURLINE PHYSIO

Clinic Operations Manual (extract)

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Applies to	**Quayside Clinic and Elm Park Clinic**

This is a synthetic document written for a software demonstration. Harbourline Physio, its staff, insurers, addresses and document numbers are invented.

SYNTHETIC DOCUMENT: Harbourline Physio is a fictional clinic. For demonstration only.

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1. The two clinics

1.1 Quayside Clinic, 14 Quayside Row, Carrowby HB1 2QY. Telephone 01632 960 101.

1.2 Elm Park Clinic, 3 Elm Park Road, Carrowby HB3 7ND. Telephone 01632 960 102.

1.3 This extract covers the parts of the Manual that patients ask about. Fees are in HP-FIN-001 and clinical rules in HP-CLN-004.

2. Opening hours

2.1 Table 1 shows the opening hours of each clinic in a normal week. Appointments run until closing time.

Table 1. Normal weekly opening hours

Day	Quayside Clinic	Elm Park Clinic
Monday to Thursday	07:30 to 19:00	08:00 to 20:00
Friday	07:30 to 19:00	08:00 to 17:00
Saturday	08:30 to 13:00	Closed (Pilates studio only, 09:00 to 11:00)
Sunday	Closed	Closed

2.2 The Quayside Clinic is open on Saturday mornings from 08:30 to 13:00. The last appointment starts 30 minutes before closing.

2.3 The Elm Park Clinic is closed on Saturdays, except for the Saturday Clinical Pilates class which starts at 09:30.

2.4 Phone lines are staffed during the opening hours of the clinic being called. Calls are not recorded.

3. Bank holidays

3.1 Both clinics are closed on Christmas Day, Boxing Day, New Year's Day, Good Friday and Easter Monday.

3.2 On every other bank holiday Monday the Quayside Clinic opens from 09:00 to 13:00 for physiotherapy and sports massage only. A £10 surcharge applies (HP-FIN-001, clause 7.1).

3.3 The Elm Park Clinic is closed on every bank holiday.

3.4 Home visits do not take place on bank holidays.

3.5 Hours around Christmas and New Year are published on the website in November.

4. Parking

4.1 Quayside Clinic: there is no private parking. There are four pay-and-display bays on Quayside Row, with a maximum stay of 2 hours. The Harbour Street car park is a 3-minute walk. There is one blue-badge bay outside the clinic entrance.

4.2 Elm Park Clinic: there are 12 patient parking spaces, free to use during appointments, and 2 accessible spaces next to the entrance. Patients register their number plate at reception.

4.3 Both clinics have cycle racks at the entrance.

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5. Step-free access and facilities

5.1 Quayside Clinic: the entrance is level. Treatment rooms 1 to 3 are on the ground floor. Rooms 4 to 6 are on the first floor and reached by a lift. There is an accessible toilet on the ground floor.

5.2 Elm Park Clinic: the whole clinic, including the Pilates studio, is on the ground floor with step-free access. There is an accessible toilet.

5.3 Both receptions have a hearing loop. Assistance dogs are welcome.

5.4 A patient who needs a ground-floor room at Quayside should say so when booking, so that the appointment is placed in rooms 1 to 3.

6. Interpreters

6.1 Harbourline provides a telephone interpreter at no charge to the patient. Ask when booking, with at least 3 working days' notice.

6.2 A British Sign Language interpreter can be booked at no charge with at least 5 working days' notice.

6.3 A patient may bring a family member or friend to interpret. Children under 16 are not used as interpreters.

7. Chaperones

7.1 A chaperone is a member of staff who is present during an examination. A chaperone is offered at no charge, at either clinic.

7.2 A patient can ask for a chaperone at any time, including during the appointment. Where possible, ask 24 hours ahead so that a member of staff can be freed.

7.3 A patient may bring their own companion in addition to, or instead of, a chaperone.

8. Home visits

8.1 Home visits are available within 10 miles by road of the nearest clinic. Visits beyond 10 miles are not offered.

8.2 Home visits are for physiotherapy, Monday to Friday, between 09:00 and 15:00. The practitioner arrives within a 30-minute window agreed when the visit is booked.

8.3 The patient needs to be at home, to let the practitioner in, and to have a clear space of about 2 metres by 2 metres.

8.4 Fees and surcharges by distance are in HP-FIN-001, section 6.

9. Emergencies on site

9.1 Staff are trained in first aid. In an emergency staff call 999. Each clinic has a defibrillator at reception.

9.2 A fire evacuation plan is displayed at each reception.

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