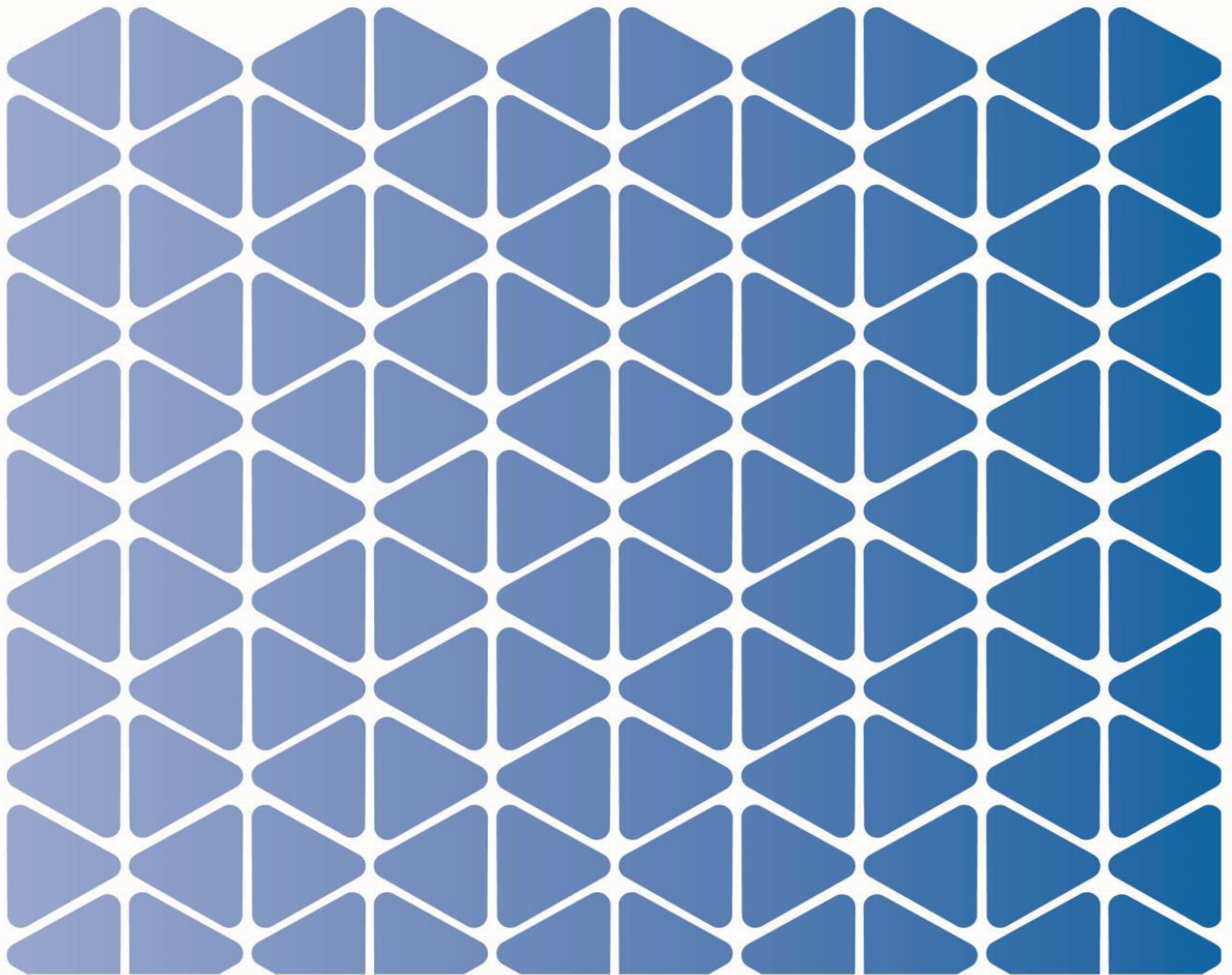




Worcestershire
Acute Hospitals
NHS Trust

PATIENT INFORMATION

PHYSIOTHERAPY OUT-PATIENT SERVICES



 www.worcsacute.nhs.uk

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**IMPORTANT PATIENT INFORMATION
PLEASE READ BEFORE YOUR FIRST VISIT**

WELCOME TO THE PHYSIOTHERAPY DEPARTMENT

SAFETY ALERT

If you have a neurostimulation device implanted, please follow the instructions on the door outside the department before entering.

If you have a pacemaker, please notify the receptionist.

ON YOUR ARRIVAL

Please report to the physiotherapy reception desk located inside the department.

WHAT IS PHYSIOTHERAPY?

Physiotherapy is a health care profession which emphasizes the use of physical approaches to promote, maintain and restore health. The core skills of a Chartered Physiotherapist are manual therapy and exercise which are used to relieve pain and restore function.

ON YOUR FIRST VISIT

We want you to know that it is always okay to ask questions of our Health and Care staff. By asking questions, we can understand your needs and priorities. This will help us to work together to make plans that best meet your goals.

The information on the following website can help you to get ready for your appointment. Paper copies of information on the website are available from reception at the Physiotherapy Department –

<https://www.hwics.org.uk/our-services/self-care/your-health-your-conversation>

1. Please allow sufficient time to park your car and walk to the Physiotherapy Department. Parking is on a pay and display basis.
2. Please arrive in the department five minutes before your appointment.
3. Children under 16 should be accompanied by an adult.
4. If you are unable to understand English, please bring a relative or friend with you who can speak English. If you do not have a relative or friend, please let us know in advance of your appointment so we can organise an interpreter.
5. If you have a hearing impairment and require assistance with sign language please let us know when you book your first appointment.
6. During your first appointment, you will be asked questions about your problem, your past medical history and what medication you are taking. You will also be examined and may be asked to undress, so please wear appropriate under garments or bring shorts or a sleeveless vest with you.

7. You should tell the Physiotherapist if you are being treated elsewhere e.g. Osteopath, Chiropractor, Acupuncturist or another Physiotherapist.
8. If you require a chaperone during your examination please let us know when you book your first appointment.

CONSENT TO TREATMENT

Following examination, the Physiotherapist will discuss treatment options with you explaining the benefits and risks (if any).

Do not be afraid to ask questions about the proposed treatment.

You have the right to decline examination or treatment if you are not completely happy.

The Physiotherapist will ask for your verbal consent before commencing treatment. For certain treatments you may be asked to sign a consent form.

Examination and treatment can temporarily make you worse as well as better. Tell the Physiotherapist at your next visit if you have experienced soreness as this will help us determine how irritable your condition is.

THE PHYSIOTHERAPY DEPARTMENT AIMS TO:-

- Offer you a convenient time for your appointments, either virtually or face-to-face.
- See you within 15 minutes of your appointment
- Respect your privacy and dignity at all times.
- Provide easy to understand information about your condition and advise you how to help yourself.
- Help you to achieve an improvement in your symptoms.

This is our commitment to you, in return we ask that you understand that:-

1. Physiotherapy is not a passive treatment. To get the most from your treatment you may be asked to follow advice and undertake exercises at home.
2. It is important to keep your appointments. If you need to cancel an appointment, give us as much notice as possible. Failure to keep appointments and cancellations at short notice increase our waiting times considerably.

STAFF

All trained staff are fully qualified Chartered Physiotherapists who are registered with the Health and Care Professions Council.

You may be seen by a Physiotherapy Assistant or Student, who will be working under the supervision of a qualified Physiotherapist. If you are worried about being seen by a student physiotherapist or an assistant please inform us.

If appropriate we will write to your Doctor when you have been discharged from Physiotherapy.

ATTENDANCE POLICY

It is important that you attend this outpatient appointment. Please note that if you cancel multiple appointments or fail to attend any agreed appointment date we may not offer a further date.

Please also be aware that if you are over 18 years old and cancel or fail to attend your outpatient appointment it is your responsibility to contact the department and reschedule. If you do not do this within two weeks of your appointment date you may be discharged.

We may automatically send you text messages to remind you to attend. If you do not want this to happen, please tell the clinic receptionist.

COMMENTS

We are always striving to improve our services to patients. There is a 'Patients Comments' box in each department. Please feel free to use it to make suggestions.

CONTACT NUMBERS

If you have any queries about your treatment that cannot wait until your next appointment or you need to change an appointment, please contact the appropriate department on one of the numbers below between 8.30am and 4.30pm Monday to Friday, when we will do our best to help you. The answer phone may cut in during busy periods please leave your name, message and contact number and we will get back to you as soon as possible.

Physiotherapy Department, Alexandra
01527 512114

Physiotherapy Department, Kidderminster
01562 513066

Physiotherapy Department, Aconbury West,
Worcestershire Royal Hospital
01905 760622
or
01905 760187

Physiotherapy Department, Highfield
Rheumatology & Hydrotherapy Unit,
Aconbury West
01905 760294

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.