

# Patient information

## Information for Patients Attending Physiotherapy

**This leaflet contains important information about the Physiotherapy Outpatient Department. Please take a moment to read it through as it will help you get the most out of your course of treatment.**

### **About your Physiotherapy Appointment....**

Please contact the department prior to attending your appointment if you are having any private treatment for your condition.

If you are unable to attend an appointment please notify the department as soon as possible so that we may offer the appointment to another patient.

We are not able to treat patient who arrive more than 10 minutes late for their appointment, without prior warning.

**If you confirm an appointment and the do not attend, without letting us know why, we will discharge you.**

**If you cancel more than two appointments we will discharge you.**

**Physiotherapy is a course of treatment and missing appointments detracts from its effects.**

We will do our utmost to give you an appointment at a time convenient to you. However, the demand for physiotherapy may affect this.

Car parks are often busy due to the large number of patients and visitors to the hospital. It is advisable to consider this when attending an appointment.

### **What to expect.....**

The first appointment will consist of an assessment of your condition. This will involve some questions regarding the nature of your problem and then an examination, lasting up to an hour.

Any information that you give to the physiotherapist is confidential but may be disclosed to other NHS medical professions when of benefit to you as a patient.

In order for the physiotherapist to assess your problem fully it may be necessary for you to undress sufficiently to allow this. You may bring someone with you if you wish. Please let the physiotherapist know if you are not happy with this.

Following the first assessment, the physiotherapist will discuss a treatment programme with you. Please ask questions if you wish. It is vital that you voice any concerns regarding your treatment if you are not happy with any part of the plan.

Subsequent treatment sessions will last approximately 20-30 minutes.

The number and frequency of follow-up appointments is judged on an individual basis.

To aid the physiotherapist to treat your condition effectively, it is vital that you inform them of any changes in your symptoms between treatment sessions.

Co-operating with treatment regimens is essential for their effectiveness. This often includes doing exercises yourself at home, as directed by your physiotherapist.

Following each session, you may experience some temporary soreness as a response to treatment. This is normal.

*If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the disabledgo website link below:*

<http://www.disabledgo.com/organisations/west-suffolk-nhs-foundation-trust/main>