

Your physiotherapy appointment

Information for patients

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.

This leaflet tells you about your physiotherapy appointment.

What do I need to know before my appointment?

You should make sure that:

- you have enough time to park your car and walk to the physiotherapy department
- you arrive in the department on time for your appointment
- children under 16 should be accompanied by an adult.

Appointments can sometimes overrun, so please be patient. Your physiotherapist should not keep you waiting longer than 10 minutes past your appointment time.

Please inform the reception if you are waiting longer than this.

What do I need to bring or wear?

It is best to wear loose comfortable clothing. You may be asked to undress to show the part of your body that is causing your problem.

If you have:

- a leg or back problem, please bring a pair of shorts
- a shoulder or upper arm problem, please bring or wear a loose fitting vest or top.

You should bring to your appointment:

- your appointment card
- a list of any tablets that you are currently taking
- your reading glasses (if you use them).

What is physiotherapy?

Physiotherapy helps restore movement and function to as near normal as possible when someone is affected by injury, illness, development or other disability.

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How can physiotherapy help me?

The physiotherapy service can help you by:

- teaching you exercises to help you manage your normal daily activities after an accident or medical condition
- offering education and advice on how to best manage your condition
- offering advice to try and prevent your problem from developing again
- offering pain relief.

Where will my physiotherapy appointment be held?

Where you are treated will depend on where you live and what type of treatment you are having. Your treatment may be at:

- Tatchell Centre, University Hospital of North Tees
- The Outpatients Physiotherapy Department at the University Hospital of Hartlepool
- Peterlee Community Hospital
- Thornaby Health Centre
- New Life Centre - Low Grange Avenue, Billingham
- Billingham Health Centre
- Billingham Forum
- One Life, Hartlepool
- Yarm Medical Centre
- Eaglescliffe Health Centre
- Blackhall Community Health Centre.

What if my appointment is outside of the hospital?

If you have been sent an appointment to see your physiotherapist, and you do not know where the venue is, please contact the Physiotherapy Department who will be able to give you directions.

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How will I receive my appointment?

You may be sent an appointment in the post or you may receive a telephone call to arrange a convenient time and date to suit your needs.

You will be told the time, where your appointment is and the name of the physiotherapist you are to see.

Can I claim my travel and car parking costs back?

If you receive benefits such as income-based jobseekers allowance, working tax credit or pension credit you can reclaim the cost of your hospital travel. If you think you may be eligible please bring your NHS Tax Credit Exemption Certificate and evidence of how much you have paid, for example, bus tickets and car parking receipts.

The following leaflets:

- Healthcare Travel Cost Scheme
- HC11 - Help with health costs

are published by the Department of Health and give you more information about getting help with travel costs. These are available from your local benefits office, hospital outpatient reception desks, hospital cashiers' office or you can visit the website www.nhs.uk/healthcosts.

What if I need help to get to my appointment because of my health?

If, because of your medical condition or mobility problems, you feel you need transport to get to your appointment and you are registered with a:

- GP surgery within the Tees area, you will need to contact:

Patient Transport Information Services
telephone: 0345 045 0160
Monday - Friday, 9.00 am - 5.00 pm
- GP surgery within the East Durham area, you will need to contact the:

Travel Response Centre
telephone: 03000 629 999
Monday - Thursday, 8.30am - 5.00 pm
Friday, 8.30 am - 4.30pm

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You will be asked a number of questions to see if you are eligible to have transport provided for you. You will need to apply at least 2 - 3 weeks before your appointment to arrange for transport.

More detailed leaflets about these services are available at your GP surgery or hospital. If you are registered with a GP outside the Tees or East Durham areas you will need to contact your GP to arrange transport to your appointment.

If transport is arranged for you and your appointment changes or you no longer need it, please let the service know as soon as possible.

What if I do not speak or understand English?

We respect your privacy and dignity as well as your religious and cultural beliefs during your treatment and care. All our information can be provided in other formats including large print, audio tape, CD and Braille, and in languages other than English, upon request.

If you need the services of a professional interpreter or someone who can use sign language please let us know before your admission date, so this can be arranged. If you have been admitted in an emergency admission, let a member of staff know what your needs are as soon as possible so arrangements can be made as quickly as possible.

You will not have to pay for any of these services.

What happens if I cannot keep my appointment?

Please tell us as soon as possible if you are unable to or do not wish to keep your appointment.

If you are going away for any length of time, please tell your physiotherapist so that this can be taken into account when he or she is planning your treatment.

If you do not attend for treatment and do not contact us within 2 weeks, we will not make you any further appointments and you will be discharged. A letter will be sent out to the healthcare professional who referred you.

Will my appointment ever be cancelled?

We try not to cancel appointments after they have been made, but sometimes it is unavoidable.

We will give you as much notice of cancellation or change of appointment as we can.

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Who will I see at my appointment?

You will have a named physiotherapist. This person will be in charge of your care. You will normally see the same physiotherapist throughout your care. In your course of treatment, you may be seen by a physiotherapy technician or specialist therapy assistant. If this is needed your physiotherapist will explain this to you.

North Tees and Hartlepool NHS Foundation Trust is a teaching organisation. We could not train future nurses, doctors and other health professionals without the co-operation of patients.

Teaching takes place in all areas of our hospitals and is a valuable part of training. You may meet students in various stages of their training and they may sometimes be present during your appointment or involved in your care

Occasionally, there are school leavers attending for work experience before they attend medical or nursing university courses.

Students are supervised by fully qualified staff.

If you do not want students to be involved or observe your care please inform reception staff at registration. This will not affect the care you receive.

What will happen at my appointment?

Physiotherapy involves touching as a means of assessing (checking) your problem. If you have any difficulty with this, please let us know.

During your first appointment your physiotherapist:

- will discuss your problem, condition and symptoms
- will ask about your past medical history and record any medication you are taking and any other treatment that you are receiving
- may examine parts of your body, for example, your joints or muscles
- may ask you to remove some items of clothing, depending on the site of your problem, so that you can be examined and see how you move
- will explain what may happen and why, so you are able to discuss and agree consent (permission) for treatment.

Your privacy and dignity will always be respected

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At the end of the examination, your physiotherapist will explain what he or she has found. He or she will answer any questions or discuss any concerns you have.

You will be fully involved in any decisions about your care. The need for any further appointments will be discussed with you. Any treatment which may be offered will be explained

including the possible benefits and risks. If anything is unclear, please ask. If your physiotherapist advises any change in your treatment he or she will discuss these with you.

If you are concerned about anything please let your physiotherapist know.

You have the right to refuse any treatment at any stage without affecting your future care.

Wherever possible, you will be offered the security of having an impartial observer (a 'chaperone') present during an intimate examination or treatment.

A chaperone does not have to be medically qualified but will ideally be:

- sensitive, and respectful of your dignity and confidentiality
- prepared to reassure you if you show signs of distress or discomfort
- familiar with the procedures involved in a routine intimate examination or treatment
- prepared to raise concerns about a health professional if misconduct occurs your choice of male or female.

Warning

Some of the equipment and machines used in the Physiotherapy Department send out electrical waves that can interfere with pacemakers and hearing aids.

You must tell your physiotherapist before entering the treatment room if you:

- have a pacemaker
- have a hearing aid
- are pregnant or trying to become pregnant.

How long will my physiotherapy appointment last?

Your first appointment will last between 30 - 45 minutes.

Follow-up appointments will last between 15 - 30 minutes.

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Physiotherapy is not a passive treatment. To get the most from your treatment **you must** follow the advice given and continue your exercises at home.

A course of physiotherapy, normally, will depend on your condition.

Contact numbers

North Tees and Hartlepool NHS Foundation Trust

Physiotherapy Department

telephone: 01429 522471

Monday – Friday, 8.00am – 4.30pm

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This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to the Quality Assurance Team, University Hospital of North Tees or email: patientinformation@nth.nhs.uk.

Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

telephone: 01642 624719

Monday – Friday, 9.00 am – 4.00 pm

Messages can be left on the answering machine and will be picked up throughout the day.

freephone: 0800 092 0084

Mobile: (can use text): 0779 506 1883

Email: patientexperience@nth.nhs.uk

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

telephone: 01642 617617

24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30 pm – 4.30 pm.

Data Protection and use of patient information

The Trust has developed a Data Protection Policy in accordance with the Data Protection Act 1988 and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Head of Communications.

telephone: 01642 624339 or www.gov.uk/data-protection

University Hospital of North Tees, Hardwick, Stockton-on-Tees. TS19 8PE
University Hospital of Hartlepool, Holdforth Road, Hartlepool. TS24 9AH

Telephone: 01642 617617

Fax: 01642 624089