

LENGTH OF TREATMENT

Follow up treatment sessions are up to 30 minutes long. The length of your session depends on your needs and the nature of your condition.

The number of sessions required will vary from person to person.

APPOINTMENTS AND CANCELLATIONS

Where possible, we aim to give appointments at times that suit individual needs. To help us do this we ask you to give us as much notice as possible to cancel or reschedule an appointment.

Please inform reception when you arrive for your appointment and let them know if you have been waiting for more than ten minutes.

You will be discharged from the service:

- When treatment is completed.
- When physiotherapy is not appropriate or no longer identified as the best treatment for your condition.
- Or if you would benefit from treatment by another service.

In addition, please note that in line with West Hertfordshire Teaching Hospitals NHS Trust policy, you will be discharged to the care of your GP / hospital consultant:

- If you fail to attend your appointment without giving us notice.
- If you repeatedly reschedule your appointments, as you are losing the benefit of treatment.
- If you decline to commence treatment within six weeks of the date, we contact you.
- Or if you behave in an unacceptable manner.

YOUR VIEWS

We are particularly interested in your views regarding the service you receive in the department. If you have any comments, compliments or complaints concerning your treatment, please write to:

Outpatient Physiotherapy
West Hertfordshire Therapy Unit
Jacketts Field
Abbots Langley
Hertfordshire
WD5 0PA

This leaflet can be made available in other formats languages.
Please contact PALS (Patient Advice & Liaison Service) on 01923 217198.



**West Hertfordshire
Teaching Hospitals**
NHS Trust

**PHYSIOTHERAPY
OUTPATIENT SERVICE**
West Hertfordshire Therapy Unit

INFORMATION FOR PATIENTS



It is important that you read this leaflet carefully in order to get the greatest benefit from our service

THE SERVICE

The Outpatient Physiotherapy service provides care and treatment for physical conditions and trauma related to bones, joints and soft tissue.

We aim to help you resume and maintain activity and independence in your daily life at work, home and during leisure.

Your treatment may consist of:

- Education and advice to help you manage your condition
- Manual techniques/ mobilisation/ manipulation
- Exercises
- Postural education
- Acupuncture
- Exercise classes

In discussion with your therapist, you will be given a personalised management plan. Experience has shown that your active participation will help you to improve more quickly.

PREPARATION FOR TREATMENT

To make sure that we can provide the best service and identify your problem accurately, we would like you to bring the following:

1. Your appointment letter or card.
2. Clothing that will allow the therapist to see and examine your problem clearly. In some instances, the therapist may ask you to undress to your underwear.
3. Information about any medication you are taking.
4. You may have been sent a questionnaire with your appointment letter, which you need to complete and bring with you. This will help your therapist in their assessment.
5. Any patient aged 16 or under must be accompanied by a responsible adult.

Please let us know when booking if you require an interpreter or transport and if you prefer to be seen by a male or female therapist.

Physiotherapy students work and train in our department under the supervision of a qualified Physiotherapist. Please let us know if you would prefer not to be treated by a student.

YOUR FIRST APPOINTMENT

Your first appointment will be for 45 or 60 minutes. If you arrive 10 minutes late for a 45-minute appointment or 20 minutes late for a 60-minute appointment we may be unable to see you.

We have the availability for video and phone appointments.

From your doctor we will know some information about your condition. However, we will need to ask you some additional questions. This will be followed by a physical examination of the problem. We are only able to deal with the condition on the referral.

This information will enable the therapist to decide on the most appropriate care for your condition and to plan a treatment programme with you.

If it is decided that physiotherapy is not appropriate, you will be referred back to your GP/hospital consultant or to a health profession that can manage your condition.

To provide you with the best possible care, any information you give may be shared with relevant health professionals, unless you state otherwise.

The contact telephone number for the Physiotherapy Outpatients Department Jacketts Field:

01923 378130 (from 8am to 4pm)

Email: westherts.opphysioadvice@nhs.net

Website: www.westhertshospital.nhs.uk/physiotherapy/