

All Physiotherapists employed by NHS Wiltshire Health and Care are state registered with the Health Care Professions Council. They are bound by rules of Professional Conduct, as set out by The Chartered Society of Physiotherapy.

Appointments

If you are under 16 years old, please attend with an adult for your first visit.

If you have any communication or language difficulties please contact us prior to your first appointment. Alternatively you may bring an adult with you to act as an interpreter.

Cancelled / Missed Appointments

If you cannot make your appointment, we require a minimum of 24 hours notice to reschedule your appointment. You may be discharged if you miss any appointments without letting us know, or if you cancel any appointments more than once. A discharge letter will be sent to your GP who can re-refer you if they feel this is appropriate.

If you are unwell with diarrhoea or vomiting please make sure you do not attend until you have been well for at least 48 hours.

Pacemakers & Cochlear Implants

• **Please inform us on arrival** if you have a *pacemaker* or cochlear implant, as some equipment we use can affect these devices

Your first visit

- Please allow extra time for parking.
- We have a past medical history questionnaire which we will ask you to fill

out prior to seeing the physiotherapist so please bring reading glasses and a list of any medication you are taking.

- Please arrive at least 10 minutes before your appointment time to complete this.
- We do not always have a receptionist to welcome you, please sit in the physiotherapy reception area until you are called.
- If it is your first appointment, you have been waiting for more than 10mins or if you are late, please inform a member of staff.
- During your first visit we will ask you detailed questions about your problem. We will also need to examine the affected part and you may be asked to remove some of your clothing. For example if you have a back problem, you may be asked to undress to your underwear. You may like to bring a pair of shorts with you if you have a hip/leg problem.
- Your initial assessment is likely to take between 30 to 40 minutes.
- The assessment will be based on the information on your referral form. If you are referred for more than one condition the physiotherapist may only assess your primary condition at the initial appointment.

Follow up visits

It may be appropriate for you to be given advice only and shown how to manage your problem yourself, or you may be seen individually or referred into a gym class.

In some cases e.g. broken bone or orthopaedic operation, your progress may need to be monitored over some months and your home exercises progressed as your condition improves. For other problems you may attend regularly for a short time for treatment and advice.

Comfort & Privacy

- We will respect your privacy and dignity at all times.
- Physiotherapy is a “hands on” profession, which means the physiotherapist will use his/her hands to assess for tenderness, muscle tone etc. We will always seek your permission before examining/treating you. In some cases you may be asked to fill in a consent form.
- Any procedure and its use will be fully explained to you. Where possible we will give you written information on your condition, exercises and management plan.
- You may be seen by a male or female physiotherapist. Please contact us prior to your appointment if you have any concerns around this.

Discharge

- When your treatment has finished we will ensure you understand the progress of your treatment and continued management.
- We will inform your GP of your discharge plan.

Students

- Physiotherapy students are placed in our departments; we will always ask your permission before allowing a student to treat you. Our students are always supervised, either directly or indirectly.

Other treatments

- Our physiotherapists cannot treat you at the same time as another practitioner e.g. Chiropractor / Osteopath.

Confidentiality

- We adhere to strict rules of confidentiality, in accordance with current guidelines.

Suggestions /compliments/ complaints

- We are always interested in hearing from you about ways in which we can improve our service. Please feel free to comment to your therapist or alternatively fill out a feedback form which can be found within the waiting area.

- Alternatively you can contact PALS (Patient Advice & Liaison Service) on 0300 123 7797

What can I do to help myself in the meantime?

- Research has shown that resting for more than a day or so does not help and may actually prolong pain and disability.
- You may need to modify your activities initially but the sooner you get back to normal activity, the sooner you will feel better.

- Getting stiff joints and muscles working can be painful initially but this is a natural response and not a sign of damage.
- Changing your position or activity frequently through the day will help to prevent and reduce stiffness.
- Try to build up your general activity gradually.
- A pharmacist will be able to advise you on appropriate medication such as painkillers.
- If your symptoms continue to worsen whilst you are waiting for your physiotherapy appointment, or you have other cause for concern, you may wish to see your GP.

Physiotherapy Departments Contact Details:

- Chippenham: 01249 456451
- Devizes: 01380 732520
- Malmesbury: 01666 827583
- Melksham: 01225 701027
- Salisbury: 01722 336262 ext 4425
- Savernake: 01672 517310
- Trowbridge: 01225 711341
- Warminster: 01985 224716

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Community Musculoskeletal Physiotherapy Outpatient Service

Patient Information Leaflet

www.wiltshirehealthandcare.nhs.uk

If you would like this information in another format, i.e. large print or another language, please contact the Patient Advice and Liaison Service (PALS) department on 0300 123 7797

