

Physiotherapy

Outpatient physiotherapy



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Your assessment

Your first appointment is an assessment and will usually take between 15-60 minutes. Most people are seen in an assessment clinic where they are assessed in the order of arrival. The majority of people are seen within 30 minutes but at busy times the wait may be longer. If you are given an appointment outside of the assessment clinic, you will be seen at the time specified.

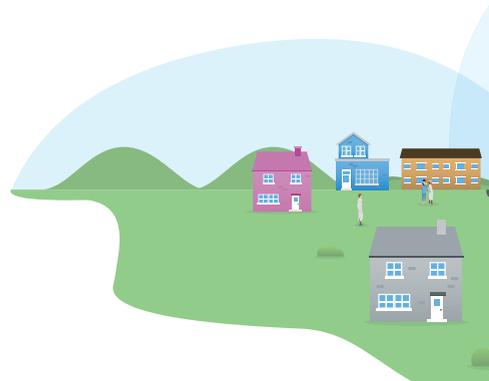
The following will be discussed in your assessment:

- When your symptoms started
- Your general health – past and present

- Any medication you are taking (please bring a list of present medication)

If further treatment is required, you may be asked to attend for follow up appointments or education/exercise classes.

Please let your physiotherapist know if you are seeing another practitioner for the same condition as this may affect treatment options.



Our team

If you would prefer to be seen by a therapist of the same sex, please inform us.

Attendance

Please notify the department before your appointment if you are unable to attend, giving as much notice as possible.

If you do not attend your appointment and fail to contact us within one week, you will be discharged from our service.

If you are unable to attend more than two appointments during one course of treatment, without providing more than 48 hours notice, you will automatically be discharged from our service.

What is physiotherapy?

Chartered Physiotherapists treat a wide range of medical conditions and injuries. The aim is to restore function, activity and independence and to prevent further injury / illness. To enable you to manage your condition successfully your work, leisure activities and lifestyle will be discussed. You may be requested to undertake an appropriate programme of home exercises which form an integral part of the rehabilitation process.





Consent

A member of the physiotherapy team will ask for your consent prior to any examination or treatment procedures. Please be aware that this is entirely at your discretion and you are always free to say no or request further information before you make up your mind. You may be asked to sign a consent form for certain treatments.

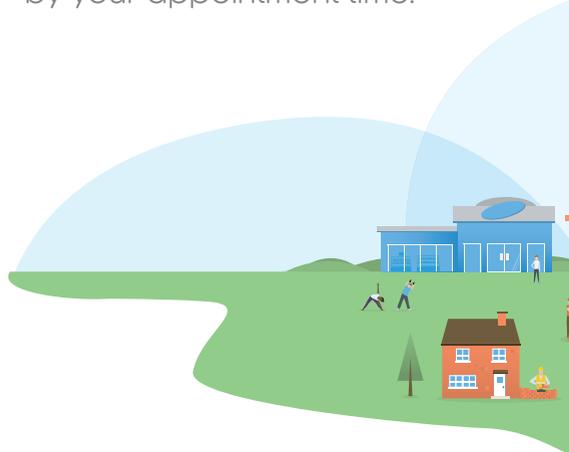
Clothing

You may need to undress for your examination. For your comfort please wear appropriate clothing (e.g. shorts, loose fitting skirt). As part of the examination the therapist is likely to need to touch relevant areas of your body.

Hospital transport

Telephone: 03001 239840

Transport can only be provided on the basis of medical need. Please ensure you are ready 1.5 hours before your assessment time. There may be a delay in taking you home following your appointment. Please contact the Physiotherapy department on 01737 231688 if you have not been collected by your appointment time.





Chaperones

You or your physiotherapist may ask for a chaperone to be present during your session.

Parking

Please allow plenty of time for parking as space can be limited at times. There is a charge for car parking at East Surrey Hospital.

Special needs

We can provide help for anyone attending the Physiotherapy Department with special needs, (e.g. wheelchair users, deafness, visual disability, non-English speaking). If you think you may require assistance with this, please contact the Physiotherapy Department on 01737 231688.



Booking your assessment



To book your assessment telephone 01737 768511 and enter ext. 6264.

Please do not use the hospital automated fast dial, as this will take you through to physiotherapy reception who are unable to make initial appointments

The telephone line can be busy at peak times. If your call is not answered, please call again at a different time.

Booking lines are open:

Monday	08.30-12.30 and 17.00-18.30
Tuesday	13.30-16.00
Wednesday	08.30-12.30
Thursday	13.30-16.00
Friday	08.30-12.30



Service Comments/ Complaints

We understand that we may not always get things right and when we don't we would like to hear from you. We aim to resolve complaints quickly and thoroughly. You can raise your concerns immediately by speaking to a member of staff. However, if you wish to continue

with your complaint you can do this verbally or in writing to:

Chief Executive
First Community
2nd Floor, Forum House
41-51 Brighton Road
Redhill
RH1 6YS
Tel: 01737 775450



Rated as Outstanding by CQC in 2017, First Community provides front-line NHS community healthcare services in east Surrey and parts of West Sussex. We provide first-rate care, through our first-rate people, offering first-rate value.

For more information visit: www.firstcommunityhealthcare.co.uk

If you would like this information in another format, for example large print or easy read, or if you need help communicating with us

Call: 01737775450

Email: fhc.enquiries@nhs.net

Text: 07814639034

First Community
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