



## Information sheet

To give you some idea of what to expect when you attend for physiotherapy, here are some points which we hope you will find helpful. Please feel free to contact us at any time if you need any further information.

### What is physiotherapy?

Your physiotherapist will assess your particular needs at your first attendance and throughout your course of treatment. Physiotherapists use their skills and clinical reasoning, in collaboration with patients to provide you with the best possible care.

### Privacy and confidentiality

Depending on the nature of your treatment, we will treat you either in an individual room, curtained cubicle or a more open area. Assessments and treatments are usually carried out on a one to one basis. If you have any concerns about this please let us know in advance. *Additionally if you would like to have someone else present during the appointment we kindly ask that you provide your own chaperone.*

Wherever you are treated, the content of your treatment session is entirely confidential between you and your therapist. We may share some of this with other healthcare professionals but only with your permission.

### First Appointment

This involves a thorough assessment and can take up to an hour. Your physiotherapist will examine you and will ask you a number of questions about how your problem affects you. After your assessment your physiotherapist will discuss with you a plan of treatment and may ask you to make further appointments.

*PLEASE NOTE: Patients under the age of 18yrs must be accompanied by a parent or guardian at their first attendance.*

### What to wear

If your problem is in your spine, shoulder, hip or knee you may be asked to undress to your underwear for your examination and treatment. Please therefore bring suitable clothing e.g. sports bra / shorts to allow for an appropriate assessment. Inappropriate clothing e.g. skinny jeans may not allow a thorough assessment. As a part of the assessment and treatment process the physiotherapist may be required to handle the affected and surrounding areas which will involve physical contact. Additionally some treatments may require further handling. Your assessment and treatment may take place in a gym environment and so appropriate clothing and footwear is a requirement.



### **Further appointments**

These usually last about between 30 to 60 minutes. The length and number of follow up sessions is agreed following a discussion between yourself and the treating physiotherapist in order to ensure you receive the care that is best for you.

### **Late attendance of appointment**

We aim to always see you promptly so please arrive in plenty of time for your appointment. Staff may not be available to treat you if you are late.

### **Students**

Sometimes we have physiotherapy students in the department working closely with a senior physiotherapist. If you would rather not be assessed by a student please let us know in advance. This will not affect the care you receive.

### **If you can't attend**

Please let us know as soon as possible if you can't keep your appointment. This helps to give us time to offer it to someone else.

### **Parking**

Pay and display parking as well as disabled parking bays are available at the Keele University Sports Center, Keele University, ST5 5BJ.