

## Consent

Before the therapist assesses you they will ask for your permission.

Following assessment you will be given verbal information about appropriate treatment options including possible benefits and any risks, so that you can make an informed decision of what you want to do.

If, at any stage of assessment or treatment you feel uncomfortable or unsure about the intervention offered, you are free to say no, or to ask for more information before you make up your mind.

You can also ask for a chaperone if you wish.

You may be asked to sign a form to consent to certain treatments such as manipulation or acupuncture.

***Our aim is to provide an excellent physiotherapy service. We welcome your comments and suggestions.***

## Contact numbers for hospital physiotherapy departments

### Gwynedd & Anglesey

Penrhos Stanley Hospital, Holyhead  
01407 766047  
Ysbyty Gwynedd, Bangor  
01248 384100  
Ysbyty Alltwen, Porthmadog  
01776 510038  
Dolgellau Hospital, Dolgellau  
01341 424856

### Conwy & Denbighshire

Email - [BCU.physio-central@wales.nhs.uk](mailto:BCU.physio-central@wales.nhs.uk)

Llandudno Hospital, Llandudno  
01492 862309  
Colwyn Bay Hospital, Colwyn Bay  
01492 807519  
Royal Alexandra Hospital, Rhyl  
01745 448788 ext 6113/6114/6116  
Ruthin Hospital, Ruthin  
01824 728640

### Wrexham & Flintshire

Email - [BCU.physio-East@wales.nhs.uk](mailto:BCU.physio-East@wales.nhs.uk)

Wrexham Maelor Hospital, Wrexham  
01978 72 7769/5408/5409  
Deeside Hospital, Deeside  
01244 834910  
Mold Hospital, Mold  
01352 706701  
Holywell Hospital, Holywell  
01352 71836



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

## Physiotherapy Out-patient Service Appointments



## Introduction

This leaflet contains important information about your physiotherapy appointment.

***Please take a few minutes to read it.***

## What is physiotherapy?

Physiotherapy uses a range of physical treatments (such as exercise and manipulation) to restore function and movement in the body.

## Initial Assessment

On your first appointment you will be seen by a member of the Physiotherapy Team.

The therapist will discuss with you the reason for your referral. They will then undertake a thorough assessment, which will take between 30 minutes and 1 hour depending on the condition.

You will be asked questions about how your problem affects you as well as your general health and lifestyle. This will be followed by a physical examination in order to determine what might be responsible for producing your symptoms.

At the end of the assessment, the physiotherapist will explain their findings with you and discuss a proposed plan of action including the need for any further appointments. Every opportunity will be given for you to ask questions.

## What to bring with you:

- A list of any medications you are taking
- Reading glasses (if you need them)

## What to wear

You will need to wear loose fitting clothing so that we can assess the affected area. Please bring or wear shorts or a skirt for lower limb problems and a vest top for upper limb or neck. For back assessments you will need to undress to your underwear.

## Patients under the age of 16

Patients under the age of 16 must be accompanied by a parent or guardian.

## Upon arrival.....

Please report to reception and take a seat in the waiting area.

## **Please inform staff on arrival if you have any electrical implants eg pacemakers or cochlear implants.**

We endeavour to see all patients within **10 minutes** of their appointment time. If for any reason you have waited more than 10 minutes after your appointment time, please inform a member of staff.

## What will my treatment involve?

The physiotherapist will agree acceptable goals with you and discuss the most appropriate action to take. This may be advice and home exercises, a period of treatment in the department or referral to another service.

## Appointments

As far as possible, appointments will be offered at times that are convenient to you.

Parking at some departments can be problematic so please arrive in plenty of time for your appointment.

Please note that as we give individual appointment times it may not be possible to see you if you arrive late for your appointment.

## What if I am unable to attend?

We realise that cancellations are sometimes unavoidable but please give at least 24 hours notice to allow us to offer your appointment to another patient.

If you fail to attend without prior notification or cancel two consecutive appointments you **will be discharged** from physiotherapy, back to the care of your GP. Only in exceptional circumstances will you be offered another appointment.

**Please see the relevant contact numbers and email addresses overleaf.**