

# Outpatient Physiotherapy - A Guide for Patients

## What is Physiotherapy?

Physiotherapy is an effective way of managing musculoskeletal problems. It involves the assessment, diagnosis and treatment of injury, pain and problems relating to the body.

The person who referred you feels that, through a combination of education, exercises and treatment modalities, physiotherapy will help to restore movement and function and give you the tools required to manage your condition independently.

Patients who actively participate in their treatment, including exercises or groups suggested by the therapist, feel the benefit.

## Who will I see?

Our Physiotherapy team consists of qualified Chartered Physiotherapists of different grades, Assistant Practitioners and Senior Rehabilitation Assistants. The clinician you will see will be the one who is most suited to treat or help you to manage your condition. We have regular students on placement who may carry out your assessment and treatment with your consent. The student will have the support of an experienced clinician. You do have the right to decline the student assessment.

## Where can I have treatment?

We offer physiotherapy at several sites across Calderdale and Huddersfield to ensure treatment can take place as close to your home as possible.

There may be the option of having a telephone assessment.

A physiotherapist will take a detailed history and provide you with advice and exercises.

## Our sites include:

- Huddersfield Royal Infirmary
- Calderdale Royal Hospital
- Broad Street Plaza
- Beechwood Health Centre
- Brighouse Health Centre
- Todmorden Health Centre
- Holme Valley Memorial Hospital
- Mill Hill Community Health Centre

Please note that waiting times and opening hours may vary depending on your preferred treatment locality.

## How do I book my appointment

Please refer to the letter you received with this leaflet.

## Additional Support

Please notify staff at the time of booking your appointment if you require any additional support, including an interpreter, as we are unable to allow family members to act as an interpreter for you.

## What will happen at my first appointment?

At your first appointment the clinician will take a detailed history of your condition and general health. The appointment will last approximately 30 - 40 minutes.

Please bring details of your current medication.

Where appropriate, a physical assessment will be completed.

The physiotherapist will often need to look at the area concerned, and with your consent, you may be asked to undress. It is advisable to bring shorts or a vest top, or wear baggy loose clothing that can be easily removed.

Following the completion of your assessment, the clinician will discuss their findings with you and the treatment options available. This will enable you to agree a plan of treatment that you feel is achievable. The therapist will offer advice on exercises to do at home and if completed regularly, they are more likely to improve the outcome of your treatment.

## What if I cannot attend my appointment?

If you are unable to attend your appointment please contact the Booking Office on: 01484 905380

If you are ill with vomiting or diarrhoea, you must be symptom free for 48 hours before attending.

If you are unwell, or have any new respiratory infections, please do not attend until you feel well again. If you are unsure whether to attend, please ring the Booking Office on 01484 905380 to discuss.

## Future Appointments

Follow up appointments are booked through our Booking Office. Your clinician will explain the process.

Please note that the lines may be busy at the beginning of the week and at lunch times.

If you have not booked a follow up appointment within 4 weeks of your last appointment you will be discharged unless your physiotherapist has agreed otherwise.

## Attendance Policy

In line with the Calderdale and Huddersfield Foundation Trust Patient Access Policy if you do not attend **any** physiotherapy appointment without advanced notification **you may be discharged**. **You may also be discharged if you cancel two follow up appointments.**

Please note late arrival may result in the physiotherapist being unable to see you and your appointment being rebooked.

Please allow time to park and make your way to the physiotherapy department.

## A checklist before your first appointment

When you make your appointment please ensure that you make a note of the time and location of your appointment.

### When you attend, please bring the following:

- Complete medical history
- Prescription list / medication details
- Appropriate clothing for the assessment
- A drink in case you are thirsty
- Where possible we ask that you do not bring relatives or children to sessions as treatment areas cannot always accommodate them.

### Web address

<http://www.cht.nhs.uk/services/clinical-services/physiotherapy-outpatientspatient-careinformation/>

Scan the QR code below to take you to our website.



### If you have any comments about this leaflet or the service you have received you can contact :

Physiotherapy Department  
Huddersfield Royal Infirmary  
Telephone 01484 342434

MSK Physiotherapy Admin Office  
Telephone 01484 905380

[www.cht.nhs.uk](http://www.cht.nhs.uk)

### If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਚ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,  
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو  
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم  
المذكور أعلاه"