

About Outpatient Physiotherapy at South Molton Community Hospital

Widgery Drive,
South Molton, EX36 4DP

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

You have been referred for physiotherapy at **South Molton Community Hospital**.

What happens next?

We will call you to offer a mutually agreeable appointment.

Our telephone number is 01769 572164 and is open from 9.00am – 5.00pm Monday – Friday.

How to find us

The physiotherapy department is situated at the right hand end of the hospital as you look at it from Widgery Drive. There is a concrete ramp that leads up to the waiting room.

More information about getting to the hospital and maps of the hospital site can be found at:

www.northdevonhealth.nhs.uk

What to do when you arrive

Your physiotherapist will be expecting you. Please note that the waiting room is not staffed so take a seat and wait to be called. If you have not been called 10 minutes after your appointment time, please contact a member of staff or go to the main hospital reception desk.

Your first visit

A state registered physiotherapist will see you on your first visit. They will explain the reason for your referral and ask you detailed questions about your problem.

We will need to look at the area concerned and this may mean that you have to remove some clothing. It is therefore easier if you wear loose, comfortable clothing which can be taken off easily. If you are attending for your back, shoulder or legs, you may wish to bring a strappy/sleeveless top or a pair of shorts as appropriate.

If you require a chaperone, please feel free to bring someone with you to your appointment. Alternatively, please call the Physiotherapy Department on **01769 572164**, two weeks prior to your appointment if possible.

Please bring a list of any medication you are taking.

Your first appointment will last between 30 minutes and an hour.

Your treatment

Your therapist will discuss and agree with you the best course of treatment for your problem. This will often include advice and exercises for you to work on at home.

Any changes in the course of your therapy will be discussed with you and explained fully.

If you have any concerns at all, please tell us and please feel free to ask questions.

Follow-up appointments

If you require any further appointments, they will last up to 30 minutes.

As far as possible, we will offer you an appointment time that is convenient to you.

Please let us know if you will be away from the area for any length of time, so that this can be taken into account when planning your treatment.

Waiting times

Please bear in mind that some patients do need a little longer than expected. You may have to wait a short time if the person before you needs extra care. Every attempt will be made to ensure that you are not kept waiting more than 10 minutes after your appointment time.

Cancellation of appointments

If you are unable to keep your appointment, please let us know at least 48 hours in advance, if possible, so that we can arrange to see another patient instead.

We, in turn, will do all we can to avoid cancelling your appointment. If cancellation is unavoidable, we will give you as much notice as possible.

Our booking policy states that if you fail to attend for treatment and do not contact us, you will be discharged from our care, unless there are extenuating circumstances.

Other treatment

We do not recommend that you seek treatment for your condition from another professional (a Chiropractor or Osteopath for example) whilst you are receiving treatment from us. This is in your own interests, as neither practitioner would know which treatments were helping or hindering you.

Information leaflets

We have a variety of patient information leaflets available for you to browse or download from our website at:

www.northdevonhealth.nhs.uk/physiotherapy

Alternatively, please speak to your physiotherapist.

Comfort and privacy

At all times your personal privacy will be respected. However, physiotherapy is a 'hands on' profession, which means we may have to touch you during assessment and treatment. If you have any concerns with regards to this, please discuss with your Physiotherapist or a member of the admin team.

In some circumstances, you may be asked to sign a consent form.

Confidentiality

We work to strict rules of confidentiality at all times.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail: ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple. Alternatively, it may be possible for us to arrange an appointment in your area.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of the ward staff or the PALS team in the first instance.

'Patient Opinion' comments forms are on all wards or online at www.patientopinion.org.uk.

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