



NHS
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CYMRU

Before you attend Physiotherapy...

Please read this information about your Physiotherapy appointment.

What does Physiotherapy involve?

Before treatment begins, your Physiotherapist will ask you about your problem and how it is affecting you. You will also need to tell them about your medical history.

With your consent, your Physiotherapist will examine your joints, muscles and other tissues before explaining what they think is causing your problem.

Your Physiotherapist will discuss treatment options with you by explaining the benefits and risks and invite you to be fully involved in any treatment decisions.

Before attending your appointment it is helpful to think about what your own goals and aims of treatment are. To make your treatment individual to your needs, your Physiotherapist will ask you this question at your first visit.

What should I wear?

Please wear or bring appropriate clothing such as shorts or a vest-top so that your problem can be properly assessed by your Physiotherapist.

Confidentiality and Treatment records

Any information you give to your Physiotherapist will be treated as confidential. With your consent your records may be discussed with other team members. Information is never released to others not involved in your care, such as your employer or solicitor, without your written consent.

What if I cannot attend or miss my appointment?

It is important to let us know if you cannot come, so that the appointment slot can be offered to someone else. Please inform your department as soon as possible:

Barry Hospital

01446 704146

Cardiff and Vale Therapy Centre

02920 335717

St David's Hospital

029 20536838

University Hospital of Wales

029 20745884

University Hospital Llandough

029 20715475

In-order to keep appointment waiting lists as short as possible the Cardiff & Vale Hospital attendance policy states that;

If you **do not attend your appointment** you **must** contact the department on the same day to avoid being discharged.

If you **cancel two appointments** or do not re-book within a month of cancelling, you will be discharged.

This policy applies to individual and class treatment sessions.

If you are not satisfied with any aspect of your care, please let your Physiotherapist know so that we can rectify The situation.

Alternatively please write to:
Mr Adrian Broad,
Strategic Lead Outpatient Physiotherapy,
University Hospital of Wales,
Cardiff & Vale University Health Board.