

Musculoskeletal physiotherapy

An introduction to physiotherapy

Information for patients, relatives and carers

What should I bring to my first appointment?

Your physiotherapist will need to examine the affected area so **please bring a pair of shorts and/or a vest top with you to wear, if appropriate**. Please also bring a list of your current medication.

If you are fasting please let us know and we will adapt your exercises accordingly.

What will happen at my first appointment?

Please arrive on time and check in at the kiosk in the physiotherapy department or at the reception desk. If you arrive late for your appointment we may not be able to see you as the clinic usually runs on time. Your appointment will last 30 to 60 minutes.

Imperial College Healthcare NHS Trust is an academic health science centre. We may offer you an appointment with a student who works under the supervision of a senior member of staff. If you do not wish to participate in this training please let us know. It will not affect your treatment or care in any way.

What if I cannot keep my appointment?

If you cannot attend an appointment please let us know at least 24 hours in advance if possible by calling 020 3311 0333 between 08.00 and 17.00, Monday to Friday. The appointment can then be offered to another patient on the waiting list. **If you reschedule more than one appointment you may be discharged back to the care of your GP.**

If you do not attend your appointment you may be discharged from our service in accordance with our Trust policy. If you still require physiotherapy you will need to get a new referral from the referring consultant.

If you **cancel an appointment**, it is your responsibility to rebook it when you contact us or **you may be discharged**.

How to contact us

Telephone: **020 3311 0333**

Email: imperial.therapy.outpatients@nhs.net

How to find us

The musculoskeletal physiotherapy department is situated at St Mary's Hospital, in the basement of the Winston Churchill wing, Praed Street, London W2 1NY. Winston Churchill wing is located off Praed Street and is the first side street on the left (pedestrian only) walking from Paddington station. Please allow enough time to find the building as it can quite often take longer than expected.

www.imperial.nhs.uk/our-locations/st-marys-hospital

The nearest **tube** station is Paddington station (Bakerloo, District and Hammersmith & City and Circle lines).

Buses that stop outside the hospital are numbers 7, 23, 27, 36, 205, 332, 436, N7, N205

Parking, there are a few parking spaces for disabled badge holders within 200 metres of the department. General parking is **very limited** at or near the hospitals, charges apply.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at imperial.pals@nhs.net. The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk