

Patient Information

## Therapy Department

# Information about your therapy referral: Physiotherapy and/or Occupational Therapy

### Your therapy referral

Your doctor or consultant has sent a referral to the Therapy Department via the computer system within the hospital. This will be received immediately by the Therapy Department.

Within one working day a senior therapist will assess your referral and decide if you require an **urgent** or **routine** appointment.

#### **Urgent referrals:**

A member of the administration staff will contact you by telephone.

#### **Routine appointments:**

A letter will be sent asking you to contact the Department to make an appointment.

#### **Please note:**

UHCW is a teaching hospital and your appointment may be with a student therapist supervised by a senior member of staff. If you do not wish to be treated by a student please indicate this at the time of making your appointment.

Please also make it clear if you have any objection to being treated by a therapist of the opposite sex.



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If you have not heard from the Therapy Department within four weeks please call 024 7696 6013 to check on the progress of your referral.

### **Role of the Physiotherapist**

Physiotherapists assess and treat people with physical problems caused by trauma, illness or ageing. They are trained to assess how we move and function and their therapies aim to help patients regain and maintain activities and independence to their full potential.

Following your assessment, which will include looking at your lifestyle, work and leisure, you will be offered a range of treatments according to your individual needs.

These will be explained to you at your appointment.

### **Role of the Occupational Therapist**

Occupational therapists in the out patient therapy area assess and treat patients following injury or disease, affecting the hand and upper limb. They are experts at helping you regain function and independence so you can carry out all the activities you need to do in your everyday life.

After your assessment, which will include looking at the impact of your disease or injury on your daily life, work and leisure, you will be offered a range of therapies to meet your needs and to help maximise your recovery and independence. These will be discussed with you, following your assessment.

### **Important Information about your first appointment**

UHCW is working hard to ensure patients do not wait for long periods for treatment. You can help us by ensuring that:-

- You arrive in plenty of time for your appointment. Allow time to park, find the Department and check in before your appointment starts.
- You may need to undress in order for a proper assessment to be carried out please make sure you bring appropriate clothing e.g. shorts/vest etc.

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- Part of the assessment will include taking a medical history and asking questions about your condition and its effect on your lifestyle.
- Continue taking any medication you are currently on including pain relief prior to the appointment.
- After your assessment your therapist will agree a treatment plan with you according to your needs and may include a combination of education, lifestyle advice and exercises. You will need to commit to taking an active role in your treatment by attending your appointments and carrying out your specific exercises as directed by your therapist.

## Your Appointment

If you are unable to attend or feel you no longer require therapy please contact the department 48 hours prior to your appointment. This helps us to offer the treatment slot to someone who is waiting for treatment.

If you fail to attend your first appointment without contacting the Department you will be discharged and your consultant informed.

If you fail to attend a follow up appointment you will be given **48 hours** to contact the Department before being discharged.

If you fail to attend a second follow up appointment without contacting the Department you will be discharged immediately.

## Tell us what you think about the service

If you wish to make a comment about the service you have received please visit [www.uhcw.nhs.uk](http://www.uhcw.nhs.uk) or write to:

Tracy Siddons, Therapy Services Manager, UHCW NHS TRUST Clifford Bridge Road, Coventry CV2 2DX

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 6013 and we will do our best to meet your needs.

The Trust operates a smoke free policy

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