

Therapy

Your therapy referral - Physiotherapy and Occupational Therapy

Your doctor or consultant has sent a referral to the Therapy Department. This will be received immediately by the Therapy Department. A senior therapist will assess your referral within one working day and decide if you need an **urgent** or **routine** appointment.

Urgent referrals

A member of the administration staff will call you.

Routine appointments

You'll be sent a letter asking you to contact the Department to make an appointment.

Please note

UHCW is a teaching hospital, so your appointment may be with a student therapist supervised by a senior staff member. If you do not wish to be treated by a student, please tell us when making your appointment.

Please tell us if you do not want to be treated by a therapist of the opposite sex.

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're trained to assess how we move and function. Physiotherapy helps patients regain and maintain activities and independence to their full potential.

Your assessment will include looking at your lifestyle, work and leisure. After your assessment, you'll be offered a range of treatments according to your individual needs. We'll explain these to you at your appointment.

Role of the occupational therapist

Occupational therapists in the outpatient therapy area assess and treat patients with injury or disease affecting their hand and upper limb. They're experts at helping you regain function and independence. This will help you to carry out all the activities you need to do in your everyday life.

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

Important information about your first appointment

UHCW is working hard to make sure patients do not wait a long time for treatment. You can help us by making sure:

- 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 for a proper assessment to be carried out. Please make sure you bring appropriate clothing such as shorts/vest etc
- 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 currently take, including pain relief, before the appointment.
- After your assessment, your therapist will agree with you a treatment plan according to your needs. This may include a combination of education, lifestyle advice and exercises.

Patient Information

- You'll need to commit actively taking part in your treatment. You can do this by attending your appointments and carrying out your specific exercises as directed by your therapist.

Your appointment

If you cannot attend or feel you no longer require therapy, please contact the Department 48 hours before your appointment. This helps us to offer the treatment slot to someone else waiting for treatment.

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

If you fail to attend a follow-up appointment, you'll 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'll be discharged immediately.

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.

Did we get it right?

We would like you to tell us what you think about our services. This helps us make further improvements and recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit:

www.uhcw.nhs.uk/feedback



Document History

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