

## Unable to attend

Please contact Physiotherapy Central Appointments if you are unable to attend your appointment. Please ensure you give as much advance notice as possible as we have many other patients waiting for appointments. Failure to notify may result with your discharge from the service.

## Feedback

We would welcome any feedback you may have on the Musculoskeletal Physiotherapy Service. Please address to Feedback, Physiotherapy Department, Finchley Memorial Hospital, Granville Road, London N12 0JE

## Patient Advice and Liaison Service

The Patient Advice and Liaison Service (PALS) provides confidential help and advice to patients and carers. For further information please contact the PALS team on **020 8937 7173** or email [pals@barnet.nhs.uk](mailto:pals@barnet.nhs.uk)

If you require this information in large print, please contact the Communications Department on **020 8937 7644**

If you need an interpreter to explain this document, please telephone **020 8732 6454**

**Gujarati** આ દસ્તાવેજ તમને સમજાવી શકે એવા એક દુભાષિયાની જરૂર હોય, તો કૃપા કરી ૦૨૦ ૮૭૩૨ ૬૪૫૪ પર ટેલિફોન કરો.

**Farsi** شفاہی نیاز دارید، لطفاً با 020 8732 6454 تماس بگیرید. اگر برای دریافت توضیح در مورد این سند به مترجم

**Turkish** Eğer bu belgeyi size birisinin tercüme etmesini istiyorsanız, lütfen şu numarayı arayın: 020 8732 6454

**Cantonese** 如果你需要一名翻譯來解釋這篇文件，請致電 020 8732 6454

**Arabic** المستند، الرجاء الإتصال على رقم 020 8732 6454 إذا كنت في حاجة إلى مترجم فوري لشرح هذا

**Somali** Haddii aad u baahan tahay turjume kuu sharxa dokumentigan, fadlan soo wac talefoonkan 020 8732 6454

**Mandarin** 如果你需要一名翻译来解释这篇文件，请致电 020 8732 6454

**Polish** Jeżeli do wyjaśnienia niniejszego dokumentu potrzebny jest tłumacz, proszę zadzwonić pod numer 020 8732 6454

**Albanian** Nëse ju nevojitet përkthyes për t'ju shpjeguar këtë dokument, ju lutemi telefononi 020 8732 6454

# Physiotherapy

## Musculoskeletal Physiotherapy Service



## What is physiotherapy?

Physiotherapy is a health care profession concerned with human function, movement and maximising potential. It uses physical approaches to promote, maintain and restore physical, psychological and social well-being. (CSP 2006)

We are a large service based in many locations all over the borough, allowing the most convenient access to treatment. Our sites are Edgware Community Hospital, Finchley Memorial Hospital and various health centres and GP surgeries. You may choose where you wish to be seen.

## What to expect

### Your first appointment

This will be an assessment of the condition for which you have been referred. The assessment will include a history of the problem and a physical examination, which will take up to 45 minutes.

To assist us with our assessment, it would be helpful if you could bring details of any medication you are taking.

Please be aware that you will most likely be asked to appropriately undress in order for us to assess the necessary part of your body. You may therefore like to bring a pair of shorts if you have a back and/or leg condition. If you require a female physiotherapist, you must request this in advance when you make your first appointment.

## Treatment and advice

### Your course of treatment

Each patient is managed on an individual basis and the number of sessions you receive will be based on the assessment findings by your physiotherapist. You will be provided with specific exercises, advice and treatment goals as part of your management. You may also be referred into one of our many exercise classes.

### Chaperones

You may be accompanied by a chaperone should you wish.

### Patient information

You may request copies of any correspondence relating to your condition to be sent to you. This can be requested at your first visit.

### Children

Children under the age of 16 need to be accompanied by a parent or guardian as written consent for treatment must be obtained prior to assessing children.