

Patient information

Outpatient Physiotherapy Appointment

Therapies Department

Before your appointment

Please make sure you have read your appointment letter and have **noted the time** and **specific location** of your appointment.

Our departments have a strict appointment system so **please arrive ten minutes before your appointment time**.

If you arrive late, we may **not** be able to see you and another appointment will have to be arranged.

If travelling by car, at busy times it can be difficult to find a space, so please allow plenty of time. There will be a charge for car parking at Aintree, Broadgreen and Royal sites.

What you can expect at your appointment

At your appointment your Physiotherapist will carry out an initial assessment – this may last up to 30 minutes. You may be asked to complete a short questionnaire regarding your symptoms - this is to help us assess the impact of your condition on your life and daily activities.

Your Physiotherapist will ask you several questions about your condition. These will include:

- The history of your condition
- Medication (please bring a list of your current medication with you)
- Past medical history

Your Physiotherapist may carry out a physical examination. Depending on your problem, you may be asked to remove some clothing so please wear something appropriate. If you would prefer to see a Physiotherapist of the same gender as yourself, please telephone the department before your appointment date. However, we may have to re-arrange your appointment to a later date to meet this request.

You may also request a chaperone when you attend your appointment if you wish.

All of this information will help your Physiotherapist to understand what your problem is. The physiotherapist will then discuss with you potential options for your treatment. They will consider the current clinical evidence, your preferences and talk through with you any potential risks and benefits of the options available.

We regularly have physiotherapy students based in the department as part of their training. They are fully supervised, but if you have any objections to being treated by a student, please inform the Physiotherapist in charge.

What does Physiotherapy involve?

Some of the main approaches used by our Physiotherapists **may** include:

- Advice and education about your condition and your general health. We may refer or direct you to local community resources to support your health and wellbeing.
- Exercises may be recommended to improve your general health, mobility, and strength. This will support your return to activity.
- Hands-on techniques to help relieve pain and stiffness, and to encourage better movement of the affected area.

Follow-up appointments may last up to 30 minutes.

You will normally be seen by the same Physiotherapist. Occasionally we may have to change your Physiotherapist - should this happen, your new Physiotherapist will be fully aware of your history.

What if I need further tests or investigations?

If you have concerns and feel you may require tests or investigations, please discuss this with your Physiotherapist.

Most patients in physiotherapy do not require any investigations. However, if further investigations are clinically indicated, some of our physiotherapists are able to order various investigations such as MRI scans, blood tests or X-rays.

Finishing physiotherapy

There may be several reasons for discontinuing physiotherapy. These include:

- You successfully reaching the aims of treatment
- Your symptoms are unlikely to improve further with physiotherapy
- You have failed to attend your appointments

When physiotherapy treatment has finished, a report will be sent to the person who referred you. A copy of this will be sent to you and one stored in your clinical records for future reference.

Important

- Please either use our self check in kiosk or report to the reception desk on arrival.
- Please inform our reception staff of any changes to your address, telephone number or your GP.
- If you are unable to attend your appointment, please let us know as soon as possible, ideally 24 hours in advance so that we can offer your appointment to another patient.

- If you do not attend your physiotherapy appointment and do not inform the department, you may be discharged from the service. Should you need to rearrange an appointment please contact with as much notice as possible. The service is able to accommodate a maximum for two re-arranged appointments during your care.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

**Aintree University Hospital, Burlington House, St. Chads Centre Kirkby,
and Litherland Town Hall**
Tel: 0151 529 3335

Monitored 8am to 4pm

**Broadgreen Hospital, Royal Liverpool University Hospital and South
Liverpool Treatment Centre**
Tel: 0151 706 2760

Monitored: 8am to 4pm
Text phone number: +447860 039092

Author: Therapies Department
Review date: October 2027

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پئوهندیدار بهو نهخوشانهی له لایمن تراستهوه پسههند کراون، نهگمر داوا بکریت له فورماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گموره، شریتی دهنگ، هیلی موون و ئلیکترونیکی هیه.

所有经信托基金批准的患者信息均可以其它格式提供，包括其它语言、易读阅读软件、大字体、音频、盲文、穆恩体 (Moon) 盲文和电子格式，敬请索取。

Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhadda kale, sida luqadda kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.