

Physiotherapy Treatment and Your Rights.

You may be wondering what to expect from your physiotherapy consultation. It is beneficial that you read this booklet before you start your physiotherapy assessment and treatment as it will explain to you:

- What is physiotherapy?
- In what format will my physiotherapy assessment and treatment be?
- What to expect from my physiotherapy consultation?
- What do you need to consider before your appointment?
- Informed consent for treatment
- How information will be shared regarding your assessment
- Terms and conditions

What is physiotherapy?

Physiotherapists help people affected by injury, illness or disability through movement and exercise, manual therapy, education and advice. They maintain health for people of all ages, helping patients to manage pain and prevent disease. The profession helps to encourage development and facilitate recovery, supporting people to stay in work while helping them to remain independent for as long as possible.

The Chartered Society of Physiotherapy

In what format will my physiotherapy assessment and treatment be?

Nuffield Health uses a mixture of face to face and remote consultations to provide flexibility for the patient. If you have commenced initially in face to face assessment the physiotherapist will discuss your suitability for the use of remote consultations and how this would work.

Regardless of face to face or remote your assessment and treatment with your Physiotherapist will be completed in a similar manner. The Physiotherapist will ask you a number of questions and discuss your presenting problems. They will then go through potential benefits and risks of treatment and any alternatives then jointly decide on a treatment plan.

The number of required treatment sessions varies depending on your condition and the required treatment plan and therefore is tailored to what is clinically appropriate. If your Physiotherapist doesn't feel physiotherapy is appropriate, they will explain why and make an appropriate referral to another healthcare professional or back to your GP.

What to expect from a remote physiotherapy consultation?

At your appointment booked time you will receive a virtual call from your physiotherapists through the Nuffield Health My Therapy App via your mobile/tablet/desktop computer. If you are going to complete the consultation via a tablet or smart phone which is recommended then you need to have downloaded the Nuffield Health My Therapy App.

What do you need to consider before your appointment?

- a. Details of any relevant previous treatment or investigations, such as clinic letters, operation notes, imaging results or medical history.
- b. Be wearing suitable clothing to allow you to move freely during your assessment.
- c. Credit or debit card (Nuffield Health is required to take card details from all patients, even if payment for treatment is being covered by an insurer or corporate organisation).

Informed consent for treatment

Physiotherapists will not begin any form of assessment unless you have given your consent. For telephone triage, this will be given verbally by yourself and for digital triage, it will be given via the app. It is essential that before saying 'yes' to commence the assessment that you feel fully informed about what you are agreeing to. It is the Physiotherapists responsibility to make sure that you understand all the treatment options but it is also your responsibility to let the Physiotherapist know if you have any reservations or unanswered questions about the proposed treatment.

If you are under 16 or a vulnerable adult the Physiotherapist will seek to ensure that you have capacity to consent to treatment and if not will seek consent from your parent, guardian or carer.

How is information shared regarding your treatment and how do we protect your data?

Nuffield Health understands that your information is entrusted to us and we are committed to protecting and respecting your privacy. To this end Nuffield Health complies with data protection legislation and with clinical confidentiality guidelines. If you would like further detail regarding this then please refer to <https://www.nuffieldhealth.com/privacy>.

If clinically required, we may share information with your GP or another healthcare professional if onward referral is required. When your treatment is being paid for by another party (for example an insurer) we are asked to share information with them with regards to your care with Nuffield Health. This includes information which may relate to complaints or adverse events.

Other key information to be aware of

Am I entitled to see my physiotherapy records?

Please refer to <https://www.nuffieldhealth.com/privacy>

What happens if I have to cancel or change my appointment?

Appointments carry a £49 charge if they are amended or cancelled within 24 hours of the scheduled appointment start time, or if you fail to attend for your appointment.

If you would like any further information on the cancellation policy, please call 0345 045 4845.

Should I wish to make a complaint, how do I do this?

If you have any concerns regarding your Physiotherapist or treatment then please initially speak to your Physiotherapist to see if this can be resolved directly. If you feel uncomfortable doing this or do not feel it is appropriate please refer to the following link for further information with regards to the complaint process:

<https://www.nuffieldhealth.com/contact-us/complaints-procedure>