

Roundhay Hall:

Frequently asked questions about our Physiotherapy service.

1. What is physiotherapy?

Physiotherapy uses a range of physical treatments such as exercise and manipulation to restore movement and function in the body. Advice will also be given to help with this process.

2. Who will I see at my appointment?

You will be seen by a named physiotherapist for your episode of care. Normally you will see the same physiotherapist throughout your care.

3. How qualified are they?

The staff are qualified, chartered physiotherapist with a minimum of 3 year post graduate experience. You will not be treated by students.

4. Your appointment.

Please tell us as soon as possible if you need to alter your appointment so that we can offer you an alternative time or day. Early cancellation will also allow us to offer the cancelled slot to someone else. The direct telephone number for the department is at the top of this leaflet. If you cancel with less than 24 hours notice or fail to attend an arranged appointment, you will be charge a cancellation fee of £21. This is not covered by medical insurance and is billed directly to you.

In planning your visit, you need to allow 45 to 60 minutes for your first appointment and up to 30 minutes for subsequent visits. We use clinical outcome measure questionnaires in order to evaluate your progress. Please can you arrive 10 minutes prior to your first appointment to allow time to complete this.

5. What will happen at my appointment?

Your physiotherapist will ask you some questions about your symptoms. Then, with your consent, they will examine your joints, muscles and other tissues. You may be asked to remove some clothing so that they can examine the area of concern and they can look at how you move. Your privacy and dignity will always be respected. You may wish to bring some shorts or vest top to wear during the examination. You may have a chaperone present if you request one.

At the end of the examination, you physiotherapist will explain what they have found, openly and honestly. You will have a chance to ask questions. You are encouraged to be fully involved in any decisions about your care. The need for any further appointments will be discussed with you. Treatment plans will be explained, including possible benefits and any risks. You have the right to decline any aspect of your physiotherapy treatment at any stage without affecting your future care.

6. What do I need to bring?

- Your appointment card.
- A list of any tablets that you are taking.
- Shorts if you have a back or leg problem. A vest top if you have a shoulder or neck problem. Please do not worry if you do not have them as you will be treated in an individual cubicle and a separate private room is normally available on request.
- Reading glasses if you need them.

7. Where do I need to go?

You will be directed to the physiotherapy department by the staff at the reception desk inside the main hospital entrance. The physiotherapy department is to be found by turning right up the glass corridor and right into the old Hall. The department is on the ground floor with the reception desk and waiting area below the large staircase. Please report to the reception desk on your arrival. We aim to see you promptly and keep any delays to a minimum. There is free parking at the hospital.

8. What records will be kept of my visit?

Information that you give at your appointment will be recorded in your physiotherapy records. To meet legal requirements, these records are kept securely for 8 years or until a patient's 25th birthday, whichever is longer. Any information given will be treated in strictest confidence. In discussion with you, your physiotherapist may allow other staff access to your records, when it is of benefit to you. Your personal details are also stored on the hospital computer database. Information is only released to others (e.g. solicitors, employers and other hospitals) with your written consent.

You can apply to see your physiotherapy records at any time under the Access to Health Records Act 1990. You can do this by contacting the Physiotherapy Manager at the hospital in writing. There is an administration charge if you request a copy of your records.

9. How do I pay for my treatment?

Treatment is in units of $\frac{1}{4}$ hour for which there is a charge per unit. Your first appointment will last for between $\frac{3}{4}$ and 1 hour, and follow up appointment normally last up to half an hour. If you have private medical insurance, it is important that you bring all your insurance details with you for your first appointment. This will enable us to process your account smoothly. In addition you will be asked for your credit or debit card details, to cover any shortfall in your account. Please note that Spire Leeds Hospital holds specific price agreements

with most major insurers and their agreed price may differ from our published price.

If you are funding your own treatment, you will be asked to settle your account after each treatment prior to your departure from the hospital. If you have an inclusive care package which covered some surgery on the ward, your out patient physiotherapy treatment will be included in this package. If you are attending under the NHS Choose and Book scheme, the cost of your treatment will be covered by this scheme. Please telephone the department on 0113 2185951 or ask your physiotherapist for further details or if you are in any doubt about the cost of your treatment.

10. How can I contact the physiotherapy department?

You can ring the department directly on 0113 2185951. An answer phone is available out of hours and someone will get back to you as soon as possible.

How to find Roundhay Hall Physiotherapy at Spire Leeds Hospital.

Spire Leeds Hospital is situated just off Leeds' main A6120 ring road, approximately three miles from Leeds city centre.

From the south/city centre

Follow signs for the A58 towards Wetherby, along Roundhay Road. At the traffic lights keep in the left hand lane and continue straight across on Roundhay Road. Turn left at Tesco, immediately after the BP garage and proceed up the hill into Gledhow Wood Road and across into Thorn Lane. Go straight across the crossroads and follow the road which bears sharply to the left, then right into Jackson Avenue. The hospital is approximately 200 metres on your right.

From the north/ring road (A6120)

Join the ring road (A6120), direction Leeds West (A61). Leave the ring road at the roundabout signposted A61 Leeds city centre. Go straight ahead. Take the second exit at the second roundabout (do not follow A61 Leeds city centre to the right). Go through traffic lights to Moortown Corner. Go straight across second traffic lights. Take the first left at the sign for 'Hospital - Roundhay Hall' into Lidgett Lane. Follow the road along for approximately two miles.

Opposite Gledhow Primary School turn left into Gledhow Avenue. Follow the road to the right into Jackson Avenue. The entrance to the hospital is approximately 50 metres on your left.

By train

Leeds mainline rail station is approximately 15 minutes by car from the hospital.

If you need further help to find the hospital, call 0113 269 3939