

Policy for missed appointments

We understand that occasions arise where attending appointments is not possible. We ask that you contact the service as early as possible to cancel or rearrange appointments. If you do not attend a planned session (group or individual) and you have not notified us that you need to cancel, your child will be at risk of being discharged back to the referrer. You may then have to seek initial referral again.

Feedback

We aim to provide a good service to you and your child and we welcome your comments and suggestions. If you have any queries or concerns with any aspect of your child's physiotherapy care that cannot be resolved with your physiotherapist, please contact the Therapy Team Leader on 01493 661424.

Contact information

Paediatric Physiotherapy
Newberry Child Development Centre
Lowestoft Road
Gorleston
Norfolk NR31 6SQ
Telephone 01493 661424

Complaints/compliments

PALS stands for Patient Advice and Liaison Service. If you have any suggestions or comments about the services we provide we would be pleased to hear from you.

Please return your comments or complaints to:

PALS James Paget University Hospitals
NHS Foundation Trust
Lowestoft Road, Gorleston
Norfolk NR31 6LA
Telephone 01493 453240
pals@jpaget.nhs.uk

Trust Values

Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals
So people feel **welcome**

Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care
So people feel **cared for**

Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people
So people feel **in control**

Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve
So people feel **safe**

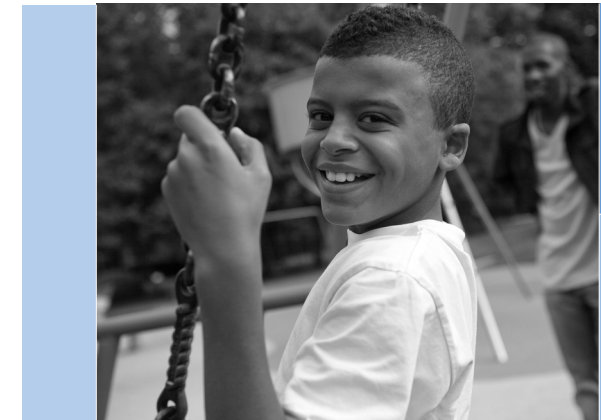


The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet,
contact PALS 01493 453240

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Children's Physiotherapy



Patient Information

Why do children see a physiotherapist?

Children's physiotherapists work with families to assess a child, discover both the child and their parent/carer's concerns and goals, and develop the most suitable programme of treatment.

Treatment may come in the form of handling and positioning advice; development of a home exercise/management programme; a block of hands-on therapy; exercise sessions - either in a one-to one or group format; provision of specialist equipment.

Your child's progress and treatment will be reviewed as needed. We ask that you keep us informed if your child's condition changes significantly between reviews.

Who will you see

Paediatric physiotherapists have specialist knowledge of children's conditions, normal growth and physical development, and their effect on a child's well-being.

Treatment is also provided by trained Paediatric Therapy technicians working under the direct supervision of qualified staff.

Where will you be seen

Appointments may be offered at community clinics, nurseries, schools and at home, whichever is most appropriate.

Therapists offer services at:

Newberry Child Development Centre - Gorleston.

Kirkley Children's Centre - Lowestoft.

What will happen at your appointment

- Your physiotherapist will ask questions about your child, and answer any concerns you may have.
- They will explain what they are going to do at every stage of the assessment/treatment, and the reasons for this.
- The physiotherapist may examine your child's movement, joints, muscles, etc. Your child may be required to undress to their underwear/nappy/shorts if necessary.
- Your child may be assessed in a variety of different positions, through a hands-on approach.
- Physiotherapy treatment may at times be tiring and/or uncomfortable, but we aim to make it enjoyable. We will treat your child and family with dignity and respect.
- At the end of the assessment, the physiotherapist will explain what they have found, what treatment they recommend and why.

Other information

An adult with Parental Responsibility is expected to attend the first appointment with their child.

Informed consent will be sought for assessment and treatment at all stages of the child/young person's involvement with the service.

Students may be working in the department, fully supervised by senior staff.

Your consent will always be sought in advance if a student could be involved in your child's care. However you have the right to decline a student treating your child.

Things to bring with you

- Your appointment card/ letter.
- Your child's personal child health record (red book) if they are pre-school age.
- A pair of shorts (where appropriate).
- Any useful medical or educational information.
- Toys and refreshments to support your child's comfort.

You and your child are free to express any concerns or worries, say no, or ask for more information at any stage of an appointment.

Information sharing

We will discuss with you what we plan to do. We may also need to discuss your child with colleagues such as your health visitor, GP, preschool /school, and any other health or education colleagues who need to be involved.

At your first visit we will discuss with you what information is shared and with whom.

We will send you a copy of specific reports that we write, and we will also send a copy to any relevant professional who is involved in working with your child.

Professionals working within Children's Therapy Services have a duty of care to share information to safeguard children from harm.