

Please keep this leaflet for the duration of your Physiotherapy treatment

The Pelvic Health Physiotherapy Team supports people with bladder, bowel, prolapse, and pelvic pain symptoms. Our team consists of registered physiotherapists, therapy assistant practitioners, and at times physiotherapy students. A student may also conduct part or all of your appointment. If you would prefer not to have a student present, please let us know at the time of booking.

Where to find us

The Therapies and Dietetics entrance at the James Paget University Hospital.

This entrance is on the far right hand side at the front of the hospital as you face the main entrance. It is suitable for wheelchairs. On arrival please report to the reception desk. If the reception desk is not staffed, please take a seat and your physiotherapist will call for you at the time of your appointment.

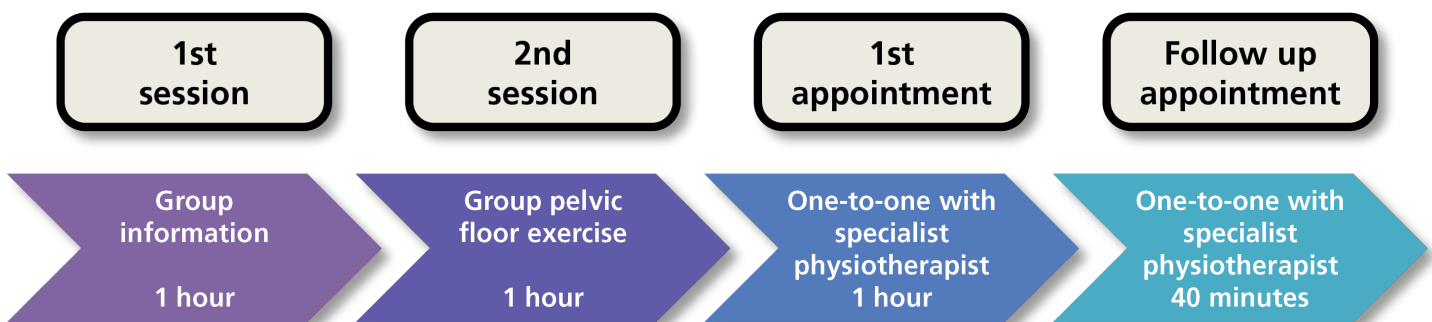
Getting to the hospital

The hospital can be reached by bus, with a bus stop within the James Paget University Hospital grounds. Parking is available at the hospital. A token is issued on entering the car park. Payment is taken after your visit via machines located outside the main entrance of the hospital. Parking for blue badge holders is available and located in the main car park next to the Therapies and Dietetics entrance.

If you require hospital transport, please call the Patient Transport Booking Centre on 0300 999 6666 to see if you qualify for non-emergency patient transport. When you book this you will be advised how far in advance you need to be ready. We will be able to help you contact the transport service after your appointment; please be aware there is likely to be a wait for your transport home.

Your appointments

A typical patient journey after referral to Pelvic Health Physiotherapy may look like that outlined in the diagram below.



Please do not be concerned if this is not the exact journey you are offered, as everyone's symptoms vary.

The group sessions are an important part of your symptom management to get you started early with physiotherapy. These sessions provide general lifestyle and exercise advice.

Your **one-to-one** appointment with a specialist physiotherapist may include an intimate examination. This would only be after discussion with your physiotherapist and with your full consent. If you would like a chaperone present for your appointment, please notify us at the time of booking your appointment, in order for the department to ensure someone suitably trained is available.

If the appointment is for a child under 16, an adult must come with them.

Please bring a list of any medication you are taking, including any homeopathic/herbal supplements.

Every effort is made to arrange mutually convenient times for your appointments. In exceptional circumstances we may need to reschedule your appointment. We will do our best to give you the nearest available appointment.

Additional needs

We want these sessions to be as accommodating as possible. Please let us know in advance if you have any additional needs that you would like the team to be made aware of. If you feel a group environment would not work for you, please call to discuss other options.

Non attendance

We ask that you let us know if you are not able to attend your appointment: this includes telephone and video appointments. If you are unable to attend or no longer require physiotherapy, please contact the department giving at least 24 hours' notice of your cancellation where possible. In the event that you cancel your appointment on more than two occasions, or if you fail to attend a pre-arranged appointment, the Trust Policy states that you may be discharged from the service.

Facilities

Disabled access, gender neutral toilets are available in the Therapies Department. Baby changing facilities are also available in one of the Therapies reception toilets. Refreshments are available in the Aubergine restaurant, located on the first floor, and the M & S café, which can be found on the ground floor close to the main reception.

For more information contact the Physiotherapy Team reception desk via Telephone: 01493 452378, Monday to Friday, between 0815 and 1600

Or visit our website [Pelvic Health Physiotherapy Team \(jpaget.nhs.uk\)](http://jpaget.nhs.uk) (shortened version for paper leaflet).

Please note

During the session and within some of our patient resources you may see gendered terms such as women or men. We recognise that pelvic health services will be accessed by women, men, gender diverse individuals and people whose gender identity may not align with the sex they were assigned at birth. Therefore, we believe delivery of care must at all times be appropriate, inclusive and sensitive to the needs of everyone. We have access to gender inclusive information and resources if requested. Please also see our website for links.

Your Feedback

We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

Before leaving please complete a Friends and Family Test feedback card.

Help us transform NHS services and to support patient choice.

OUR VALUES	
Collaboration	We work positively with others to achieve shared aims
Accountability	We act with professionalism and integrity, delivering what we commit to, embedding learning when things do not go to plan
Respect	We are anti-discriminatory, treating people fairly and creating a sense of belonging and pride
Empowerment	We speak out when things don't feel right, we are innovative and make changes to support continuous improvement
Support	We are compassionate, listen attentively and are kind to ourselves and each other

	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	