

FAQ's

What should I wear?

Anything that you feel comfortable and are able to move around freely in. Your physiotherapist will need to examine the part of your body that is affected and range of movement, this will need to be visible or accessible and therefore it may be necessary for you to get undressed. If it is a lower limb problem it is a good idea to bring a pair of shorts with you.

Will it hurt?

This can depend on the problem. There may be some discomfort and this will be fully explained to you by your physiotherapist but at no point should you be unable to tolerate this level of discomfort. If you have concerns the please speak to your physiotherapist immediately.

Can I talk to someone over the phone about my condition?

We could discuss your symptoms as there is usually a physiotherapist available to talk over the phone, to see if we could do anything that would benefit you. However we would need to see you to fully assess your symptoms and take a full history.

Do you do home visits?

Yes we do. There could be additional cost's involved (see price list) depending on the distance we would have to travel. Please feel free to get in touch to arrange an appointment.

Can I have a chaperone?

Yes you are welcome to be accompanied at all your appointments. It may be a requirement to have someone with you if the patient is a child or an adult with special needs.

Do I need a referral from my doctor?

No, you may consult a physiotherapist without a referral from your GP if you are paying for your own treatment. During your treatment, communication between the Physiotherapist and your GP is usually encouraged for your benefit. This will only be done with your consent. If you use private medical insurance you may need a referral from your GP as a requirement from you insurer. We would advise you check first.

Will the physiotherapy treatment be covered by my medical insurance?

Yes, we are recognised and registered with the major insurance companies. Please check with your insurance company before treatment begins as they many need to authorise your treatment. Please let us know at time of booking if you would like to use your medical insurance so we can take all the necessary details from you.

Is parking available?

Yes, there is ample parking on site should you require it. We are located on a main road so public transport is also a viable option.

How many sessions will I need and can I stop at any time?

Your treatment will be tailored to your individual needs so it is not possible to say how many sessions you will need, however your physiotherapist will suggest the number of appointments you may require at your initial assessment. You can be assured we will not over or under -treat you as your case will be subjected to regular reviews. You may stop your treatment at any time, we would encourage you, however, to complete the course as some effects may be temporary and repeated sessions will have longer term results. If at any point you don't feel your treatment is working then please speak to your physiotherapist as they may be able to suggest an alternative treatment. If you do stop then you're welcome to return at any point but you may need to be re-assessed.

When and how do I pay?

Payment will be made at the end of each individual appointment via cash, debit and credit card. We apologise but we accept cheques.

Complaints

We would like to assure you we take all concerns and complaints extremely seriously and will make every effort to resolve them to your satisfaction should the need arise. We regularly review feedback and continuously look for ways that would improve your experience with us

Any questions you have please feel free to call or email us should we have not answered them above.