

First appointment information – physiotherapy

Your child's doctor has arranged a physiotherapy appointment for them. Exact details of the appointment, including the time and place, can be found in the appointment letter.

Before the appointment

An adult over 18 years old (ideally a parent or carer) must accompany your child for their appointment. If your child is 14 years or over, they can come to follow-up appointments on their own, if the parent/carer and the treating physiotherapist agree that this would be appropriate.

At the appointment

Please arrive on time. If you are late, we might not be able to see your child if it is going to delay patients who have appointments after your child.

Your child's appointment could last up to 1 hour, so please allow this amount of time for the visit.

It is important that your child comes to their appointments. If your child can't make their appointment, please give us at least **24 hours notice**. Failure to come to appointments without making contact with the department wastes valuable time and resources, and increases waiting lists for patients. It might also result in your child being discharged from our services back to the referring healthcare professional.

During the assessment

During the assessment, we will ask a series of questions about:

- your child's current problem
- any other health conditions they have
- how the problem is affecting their school life, home life and any hobbies

For younger children we might also ask questions about their birth and development.

Please bring a list with you any medicines your child takes regularly.

We will carry out a physical examination, which will require your child to undress to an appropriate level. If your child has leg or back problems, please bring a pair of shorts. For neck, shoulder or back problems, please dress your child in appropriate clothing, such as a vest or a bra top. This will allow the physiotherapist to assess your child's muscle movement and tone, and treat the problem if necessary.

After the appointment

After the assessment, you, your child and the physiotherapist will decide on an appropriate way to manage your child's problem.

It might be arranged for your child to begin a course of personalised physiotherapy sessions, or you may be given advice on how to manage your child's condition at home.

Contact us

If you have any questions or concerns about your child's physiotherapy appointment, please contact us, **phone** 020 7188 5095, Monday to Friday, 8.30 to 4.30pm.

For more information on conditions, procedures, treatments and services offered at our hospitals, please visit www.evelinalondon.nhs.uk/leaflets

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline, **phone** 020 7188 3003, Monday to Friday, 10am to 5pm
email letstalkmedicines@gstt.nhs.uk

Pharmacy medicines helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or contact our helpline, **phone** 020 7188 8748, Monday to Friday, 9am to 5pm
email mymedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS), **phone** 020 7188 8801 **email** pals@gstt.nhs.uk. To make a complaint contact the resolution department **phone** 020 7188 3514 **email** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch, **phone** 020 7188 8815 **email** languagesupport@gstt.nhs.uk

NHS 111

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day, **phone** 111
web www.111.nhs.uk

NHS website

This website gives information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing, **web** www.nhs.uk

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