

First appointment information – physiotherapy

A physiotherapy appointment has been arranged for your child, at the request of your doctor or hospital specialist. Exact details of the appointment, along with the time and place, can be found in your appointment letter.

What do I need to know 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 attend follow-up appointments on their own if the parent/carer and the treating physiotherapist agree that this would be appropriate.

What happens when my child comes for an appointment?

Please arrive on time. If you are late, we may not be able to see your child as this lateness has an impact on other patients who have appointments after your child.

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

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

What should we expect 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 may also ask questions about their birth and development.

Please bring a list with you to the clinic of any medications 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.

What happens after the appointment?

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

It may be arranged for your child to begin a course of individually tailored 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, **t:** 020 7188 5095, Monday to Friday, 8.30 to 4.30pm.

For more information leaflets 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.

t: 020 7188 3003 10am to 5pm, Monday to Friday **e:** letstalkmedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk
t: 020 7188 3514 (complaints) **e:** 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.

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

t: 0800 731 0319 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk/membership

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