

East Lothian MSK Physiotherapy Service

Information for Out-Patients

What can you expect when you arrive?

Signs will direct you to the department.

A tidy and comfortable waiting area will be provided for you.

At the first appointment your physiotherapist will talk with you about your problem, examine the area and give you a clinical diagnosis.

The physiotherapist will then talk with you about treatment options available. Feel free to ask questions.

All personal details about you will be treated with the strictest confidence.

You may be under the care of a physiotherapy student. If you do not feel happy with this, please let us know.

Preparing for your Physiotherapy appointment

If your problem is in your lower back or leg, it is helpful if you wear shorts.

If your problem is your neck or shoulder, it would be helpful if you could wear a vest top.

Please bring a list of any medication that you are on.

If possible, please do not bring babies and children to your appointment.

A friend, relative or carer can come in with you if you wish.

Keeping your appointment

You may receive a text reminder for your appointment.

If you cannot keep your appointment, or have been given one that is unsuitable, please change it by phoning us on: **0131 536 8435**

Lines are open Monday to Friday **8:30am to 2:30pm**. You can leave a message out with these times. Your call will give someone else the chance to be seen and will help us keep waiting times to a minimum.

Our service is very busy and we try to see as many patients as possible. To help us do this, we may have to discharge you from Physiotherapy if:

- ◆ If you do not attend your first appointment
- ◆ Once you start treatment, if you do not attend an appointment and do not contact us within 4 weeks
- ◆ If you cancel more than 3 appointments, you will not routinely be offered another appointment and may be discharged from Physiotherapy.

Further information

Physiotherapy staff are there to help you. Please do not hesitate to approach any one of us for assistance at any time.

We want you to feel we treat you as an individual and we guarantee to:

- ◆ Respect your dignity and privacy.
- ◆ Tell you what you want to know and need to know.
- ◆ Offer the right care for you at the right time.

Public Transport and Travel Information

Bus details available from:

Lothian Buses on **0131 555 6363** or www.lothianbuses.co.uk

Traveline Scotland on **08712002233** or www.travelinescotland.com

Train details available from:

National Rail Enquiries on **03457 484 950** or www.nationalrail.co.uk

Patient Transport

Patient Transport will only be made available if you have a medical/clinical need. Telephone **0300 123 1236** *calls charged at local rate up to 28 days in advance to book, making sure you have your CHI Number available. Hard of hearing or speech impaired? Use text relay: **18001-0300 123 1236*** (calls charged at local rate). To cancel patient transport, telephone 0800 389 1333 (Freephone 24 hour answer service).

Interpretation and Translation

Your GP will inform us of any interpreting requirements you have before you come to hospital and we will provide an appropriate interpreter. If you are having this procedure as an existing in patient, staff will arrange interpreting support for you in advance of this procedure. This leaflet may be made available in a larger print, Braille or your community language.