

Information for patients and visitors

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# An Information Leaflet for Patients Attending Diana Princess of Wales Hospital Physiotherapy Department

**Community & Therapy Services  
Physiotherapy Department**

This leaflet has been designed to  
give you important information and  
to answer some common queries  
that you may have.



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## Introduction

This leaflet has been produced in order to make your experience with the Diana Princess of Wales Hospital's physiotherapy department run as smoothly as possible.

## Where is the Physiotherapy Department?

Physiotherapy can be found through the main hospital entrance. At the end of the main corridor turn right towards the lifts, take the corridor at the right side of the lifts. Physiotherapy is situated at the far end of this corridor on the right hand side. It is signposted and the reception desk is clearly marked. Please make sure you make yourself known at reception, so we can let your physiotherapist know of your arrival.

## How long will my appointment be?

Your first appointment will last approximately 40 minutes. Subsequent appointments are usually shorter, approximately 20 minutes. Please arrive on time for your appointment. If you are late we may refuse to see you as it impacts on other patients.

## What will happen at my first appointment?

On your first appointment the Physiotherapist will assess your problem. This will include questioning you about your problem so we have a good understanding of any underlying causes, followed by a physical examination.

The Physiotherapist will then help you to understand the nature of your problem and formulate a treatment plan and management strategy that takes into account your lifestyle, leisure activities and general health.

Under 16's should be accompanied by an adult.

## Will a student see me?

Occasionally student Physiotherapists have their clinical placement in our department. They are always supervised by a senior Physiotherapist. While making your initial appointment you may be asked if it is alright for you to be seen by a student. If you prefer not to be seen by a student, please tell the staff member appointing you at the time of booking.

## Do I have to bring anything?

Please bring your appointment card, a list of any medicines you are taking, and suitable clothing for the examination e.g. shorts for a lower limb problem, strapped top for ladies with a neck or shoulder problem. If unsure, remember that we usually need to see and feel the affected area to assess your problem thoroughly. If you use reading glasses please bring them with you, you may be required to complete a questionnaire.

If you need an interpreter or a chaperone you may wish to bring somebody with you. Alternatively if you need us to arrange an interpreter please contact the department in advance.

## What happens if I am unable to attend?

Please contact the department between 8.00am – 5.00pm Monday to Friday by telephoning **01472 875276**.

There is an answering machine available for you to leave a message at any other time.

We are committed to improving our service so please inform your Physiotherapist or the



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Physiotherapy Manager, if you have any comments or suggestions.

If you prefer, a suggestion box is on the wall next to the reception desk.

The department complies with the published hospital complaints procedure, a copy of which is available in the department.

## Access Policy

**Please note: It is Trust policy that failure to attend an appointment without notifying the service will normally lead to your discharge from our service.**

## Catering

There is a coffee shop serving hot and cold drinks and snacks at the main foyer, open during the department's opening hours.

## Parking

There is a car park at the front of the hospital with some designated disabled parking bays directly in front of the hospital. Please give yourself enough time to find a parking space. There is a pay and display system. Please bring some change for the ticket machine.

## Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

### For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

### For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:  
[nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)

## Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

## Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.



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All acts of criminal violence and aggression will be notified to the Police immediately.

### Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

### Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

### Northern Lincolnshire and Goole NHS Foundation Trust

**Diana Princess of Wales Hospital**  
Scartho Road  
Grimsby  
01472 874111

**Scunthorpe General Hospital**  
Cliff Gardens  
Scunthorpe  
01724 282282

**Goole & District Hospital**  
Woodland Avenue  
Goole  
01405 720720

[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

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