



A guide to...

Pelvic Health Physiotherapy Outpatient Service

Patient Information

**Watford General Hospital
Hemel Hempstead Hospital
St Albans City Hospital**

The Service

The Outpatient Physiotherapy service provides pelvic health physiotherapy. Our aim is to help give a better understanding of your pelvic health problems, conditions and symptoms.

Our goal is to give advice, education and prescribe exercise to help you resume and maintain activity and independence in your daily life at work, home and during leisure.

Your treatment may consist of:

- Education and advice to help you manage your condition
- Bladder and bowel advice
- Pelvic floor exercises
- Scar management
- Incontinence management
- Postural education

In discussion with your therapist you will be given a personalised management plan.

Evidence shows that it can take up to three to six months to see improvement in your pelvic floor muscles. Your active participation and commitment is key to your recovery.

Preparation for Treatment

To ensure that we can provide the best service and identify your problem accurately, we would like you to bring the following:

- Your appointment letter or card
- Information about any medication you are taking
- Any patient aged 16 or under must be accompanied by a responsible adult.
- Please note a pelvic floor assessment may be clinically appropriate and will be fully explained by the therapist.

Your first appointment may take up to 60 minutes. If you arrive 15 minutes late for a 60 minute appointment, we may be unable to see you.

Additional support

Please let us know when booking if you require an interpreter or transport.

Students

Physiotherapy students work and train in our department under the supervision of a qualified Physiotherapist. Please let us know if you would prefer not to be treated by a student.

Your First Appointment

From your GP or consultant we will know some information about your condition. However, we will need to ask you some additional questions as we do not routinely have access to your medical records. This may be followed by a physical examination of the problem and if appropriate a pelvic floor assessment. A pelvic floor assessment may include observing the pelvic floor muscles around the perineum or palpation of these muscles internally.

This information will enable the therapist to decide on the most appropriate care for your condition and to plan a treatment programme with you.

Chaperone

If you would like a chaperone for this appointment please contact the department before your appointment so that this can be organised. If you are not sure you can discuss further with your clinician, this will not impact your treatment.

If you have been referred to the service by a consultant you will need to complete your course of pelvic health physiotherapy before your follow up with the consultant.

If it is decided that physiotherapy is not appropriate, you will be referred back to your GP/hospital consultant or to a health profession that can manage your condition.

To provide you with the best possible care, any information you give may be shared with relevant health professionals, unless you state otherwise.

Length of Treatment

Treatment sessions are up to 30 minutes long. The frequency and length of your session depends on your needs and the nature of your condition.

Appointments and Cancellations

- Where possible we aim to give appointments at times that suit individual needs. To help us do this we ask you to give us as much notice as possible to cancel or reschedule an appointment.
- Please inform reception when you arrive for your appointment, and let them know if you have been waiting for more than ten minutes.

You will be discharged from the service:

- When treatment is completed
- When physiotherapy is not appropriate or no longer identified as the best treatment for your condition
- Or if you would benefit from treatment by another service

The contact number for the Physiotherapy Outpatients Department is:

Tel: 01923 378 130

In addition please note that in line with West Hertfordshire Teaching Hospitals NHS Trust policy you will be discharged to the care of your GP/hospital consultant:

- If you do not attend your initial appointment and do not contact the department within 24 hours.
- If you do not attend a follow up appointment and if you have not rebooked in seven days.
- If you cancel two consecutive appointments and are therefore losing the benefit of the treatment.
- If you decline to commence treatment within six weeks of the date we contact you.
- Or if you behave in an unacceptable manner.

Your views

We are particularly interested in your views regarding the service you receive in the department. If you have any comments, compliments or complaints concerning your treatment, please complete the below survey:

Friends and Family Survey

Following your appointment with your clinician we would appreciate five minutes of your time to fill in this feedback survey about the care you have received from our team.

The Friends and Family Survey is part of a national scheme to gauge how we are performing to help us improve patient care or to give staff positive feedback on doing their job well.

Simply scan the QR code with your phone, or follow the link provided: https://picker.fra1.qualtrics.com/jfe/form/SV_9LhO0ROh3crlmDb.

Select **Outpatients**, then **Jacketts Field** in the drop down menu.



West Hertfordshire Teaching Hospitals NHS Trust
West Hertfordshire Therapy Unit
Jacketts Field
Abbots Langley
Hertfordshire
WD5 0PA

Telephone: 01923 378 130

If you are unsure about anything, wait to speak to your physio-therapist or contact the ward you were on.

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email **westherts.pals@nhs.uk**



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