



**West Hertfordshire  
Teaching Hospitals**  
NHS Trust



**A guide to...**

# **Pelvic Health**

## **Outpatient Physiotherapy**

### ***Patient Information***

Watford General Hospital  
Hemel Hempstead Hospital  
St Albans City Hospital  
West Hertfordshire Therapy Unit

## **The Service**

The Outpatient Physiotherapy service provides Pelvic Health Physiotherapy. Our aim is to help give a better understanding of your gynaecological problems and symptoms (including bladder, bowel, prolapse, pain and pre and post operative) and ante and post natal conditions.

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.

Experience has shown that it can take 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.
- Clothing that will allow the therapist to see and examine your problem clearly. In some instances the therapist may ask you to undress to your underwear.

Pelvic Health Physiotherapy explores the pelvic floor and may involve a pelvic floor examination including palpation of those muscles, the perineum and internal assessment. This is discussed with you beforehand and you can choose at the time if it is something that would be helpful to you.

**Additional support:** Please let us know when booking if you require a chaperone, 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

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

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

You will be treated by a female physiotherapist.

If you would like a chaperone for your assessment and treatments please let us know upon booking and this can be arranged for you.

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

## 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

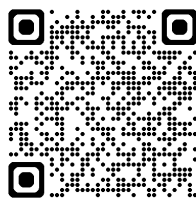
Where possible we aim to give appointments at times that suit individual needs. To help us do this we ask you to give us as much notice as possible to cancel or reschedule an appointment.

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.

Scan the QR code to watch a short video introducing you to our Women's Health Service:



### Please note you will be discharged to the care of your GP or consultant:

- If you don't attend your initial appointment without giving us 24 hours notice
- If you do not attend a follow up appointment without giving us 24 hours notice
- If you do not rebook a missed appointment within one week
- If you repeatedly reschedule your appointments, as you are losing the benefit of treatment
- 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 click on the picture below. Please select Outpatient Questionnaire, select Jacketts Field as the site and select Outpatient Physiotherapy as the ward/ department.




**Patient FFT Survey**



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Please feedback to us by completing the  
Family and Friends Test (FFT)  
(Please scan the QR code to access the survey)





If you are unsure about any advice or information, please arrange to contact your midwife, Consultant, GP or contact the Physiotherapy department using the below contact details.

**How to contact us**

West Hertfordshire Therapy Unit  
Jacketts Field  
Abbots Langley  
Hertfordshire  
WD5 0PA

**Tel:** 01923 378130

**Email:** [westherts.opphysioadvice@nhs.net](mailto:westherts.opphysioadvice@nhs.net)

**Website:** [www.westhertshospitals.nhs.uk/services/physiotherapy-outpatients](http://www.westhertshospitals.nhs.uk/services/physiotherapy-outpatients)

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217187** or email **[westherts.pals@nhs.net](mailto:westherts.pals@nhs.net)**



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