
Consent to treatment:

- You will be given a full and understandable explanation of your injury and your physiotherapist will discuss a treatment plan with you.
- If you are in agreement to proceed, please tell the physiotherapist. This is called informed consent.
- You are free to refuse to consent to any part of your treatment at any time.

Complaints and feedback:

- We take all complaints seriously and you may complain either face to face to any member of staff or in writing to the group practice manager.
- The full code of practice for complaints can be found at the medical admin unit reception.
- We constantly strive to improve our service. If you have any comments that may help us please use our suggestions box.

Location:

British Medical Admin Unit
Building 501
JFC Brunssum
BFPO 28

Sat Nav Address:
Rimburgerweg 30
6445 Brunssum

Telephone Number:
045 526 2497

For further information
please visit our website:

www.patient-wise.de

www.facebook.com/gstgermany

Brunssum

Physiotherapy

What is the Primary Care Rehabilitation Facility (PCRF)?

PCRF is the Physiotherapy Department located within the UK medical admin unit in Brunssum.

Referral:

- Military personnel can be referred by a doctor or use the self referral process to access physiotherapy.
- All civilians must first be assessed, then referred by a doctor in the medical centre.

Booking:

- Once you have been referred please wait 24 hours before contacting the medical admin unit, to book your appointment. This allows for time to triage the referral.
- The medical admin unit will not contact you to make the appointment.
- **Failure to contact us within 4 weeks of referral will lead to your referral being rejected and you would require a further referral to access physiotherapy.**

What to wear to your appointment

Please come appropriately dressed.

- Shorts
- T-shirt
- Trainers.

You may be expected to remove certain items of clothing prior to treatment particularly for assessment of back pain.

Females may prefer to wear a sports bra or cropped top.

What to expect from your first Physiotherapy Appointment:

- Your physiotherapist will ask about the history of your injury and any previous treatment.
- Your injury will be assessed and you will be informed as to the findings of the examination. The session will last 30 - 40 minutes.

Chaperone:

If you wish to have a chaperone present when being treated, please ask.

Waiting list:

There is usually a waiting list for physiotherapy services. Please be patient with us; we are working hard to keep waiting times to a minimum.

Failure to attend a booked appointment

- Please be aware if you fail to attend your initial physiotherapy appointment without contacting us to cancel, **you will be discharged from the physiotherapy service and require a new referral to be seen.**
- Please give us at least 48 hours notice if you need to change an appointment.
- If you are military and do not attend an appointment your CSM will be informed and disciplinary action may be taken.
- If you are civilian and you do not attend you may be discharged.

We have a policy of 2x FTA (Failure to attend) = discharge back to the GP.