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- ask questions at any stage and expect honest and informed answers with regard to your condition and treatment
 - stop or refuse any part of the examination or treatment with which you are unhappy.

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.

The Therapist has the right to:

- expect your participation and compliance with the treatment plan
- expect honesty from you
- expect you to give as much notice as possible if your appointment has to be cancelled
- expect you to attend on time, wearing the correct clothing
- be treated in a non-aggressive and non-confrontational manner
- be treated with dignity and respect
- refuse treatment if you arrive late for your appointment.

Location:

PCRF
Medical Centre
Catterick Barracks
Bielefeld

Sat- Nav address:

Detmolderstrasse 460,
33605 Bielefeld

Telephone Number

Mil: 81 3131
Civ: 0521 9254 3131

For up to date information
please visit our website:
www.patient-wise.de

www.facebook.com/gstgermany

What is the Primary Care Rehabilitation Facility (PCRF)?

PCRF is the Physiotherapy Department located within the Medical Centre on Catterick Barracks in Bielefeld.

Referral:

- Military personnel can be referred by a GP or use the self referral process to access physiotherapy.
- All civilians must first be assessed by a doctor in the Medical Centre.

Booking:

- Once you have been referred please wait 24 hours before contacting the Medical Centre either in person or by telephoning Mil 81 3131 or Civ 0521 9254 3131.
- The medical centre will not contact you to make the appointment.
- **Failure to contact us within 1 month 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 - 45 minutes.

Failure to attend: (FTA)

- 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 Sergeant Major 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 discharge back to the GP.**

Chaperone:

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

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 then 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 practice manager. The full code of practice for complaints can be found at the medical centre reception and PCRF corridor. We constantly strive to improve our service. If you have any comments that may help us please use our suggestions box.

PCRF Philosophy of care

You have the right to:

- expect the highest standards of care
- expect your treatment to be individualised
- be treated with privacy and dignity
- expect confidentiality - details will not be discussed with any person outside of the medical profession without your consent
- ask for a chaperone at any stage of your treatment
- be seen within 15 minutes of your appointment time. You will be given as much notice as possible if your appointment time has to be changed
- be included in developing a treatment plan at all stages