
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.
- We constantly strive to improve our service. If you have any comments that may help us please use our suggestions box.

Location:

UK Medical Centre
Building 401
Avenue d'Oslo
7010 SHAPE

Telephone Number

Mil: 9205423 5824
Civ: 065 44 5824

For further information
please visit our website:

www.patient-wise.de

www.facebook.com/gstgermany

SSAFA GSTT CARE LLP

SHAPE

Physiotherapy

SSAFA GSTT CARE LLP

Patient Information

September 2018

What is the Primary Care Rehabilitation Facility (PCRF)?

PCRF is the Physiotherapy Department located within the UK medical centre in SHAPE.

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 centre, to book your appointment. This allows for time to triage the referral.
- The medical centre 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 - 45 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 = discharge back to the GP.

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.