

Physiotherapy Direct Service

To arrange an initial **telephone consultation** with a physiotherapist please call

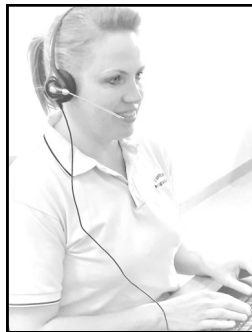
0300 300 0046

Monday to Friday 08:00 - 16:00

Please make sure you have the following ready:

- Your **NHS number** (your GP should write this below)
- Your current address and **mobile/home number(s)**
- **Next of Kin contact phone number(s)**
- **GP Surgery Name/Address**

Once our Booking Centre staff have taken your details, we will arrange a **telephone consultation** with one of our qualified physiotherapists.



NHS number:

A physiotherapist will ring you and ask you questions about your symptoms. This may take up to 30 mins and you will be asked some questions about your medical history so please find a **quiet area to take the call**. They may provide you with advice and exercises, or direct you to online information if appropriate. If the physiotherapist feels a face to face appointment is required this will be arranged, and you will be added to our waiting list.

Please make sure that you have a list of your medication available for your conversation with the physiotherapist.

Leaving messages: We need your permission to leave messages on answerphone or with family. Unfortunately without your consent, we can't leave any messages to say that we called. **Driving:** For your safety, we are unable to talk to you whilst you are driving, even if using 'hands-free'.

This service is **not appropriate** if you require physiotherapy for; **breathing problems**, stroke or other **neurological conditions**, you need **treatment in your home** or you are **under 16 years** old.