

## How to find us

The Physiotherapy Department is located opposite the entrance to the multi storey car park on East Drive. You can also access it from inside the hospital from the Eye Block on Level 1.

## Car parking

All car parking is pay on exit but spaces are limited. Pay point machines are located on level 0 and level 2 in the car park central walkways. Where possible, please use public transport. Many buses stop outside the main entrance on Craven Road.

Disabled parking is free and there are disabled spaces available on Levels 0 and 3 of the multi storey car park.

## Travel expenses

Families in receipt of income support or family credit can get a refund of travel fares from the Cashier's Office near the main reception on Level 2. Ask for a claim form from our reception desk. You must present your journey tickets and your benefits book to the Cashier to obtain a refund.

For more information about the Trust, visit our website at [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

This document can be made available in other languages and formats upon request.

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Outpatient Physiotherapy, January 2009  
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Royal Berkshire  
NHS Foundation Trust

Welcome to the  
Physiotherapy  
Outpatients  
department  
Useful information  
for patients

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We hope our department provides a relaxed yet professional atmosphere. Books and information leaflets are available while you wait.

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We aim to give every patient privacy and ensure their confidentiality. Some treatments may take place in a group setting, e.g. in the gym. However, a private room may be available if you prefer it – speak to your therapist.

### [Help us to help you](#)

If you cannot attend your appointment, it is important that you let us know as soon as possible so that we can offer the appointment to another patient.

Please telephone the number on the front of the leaflet to let us know and to arrange another appointment.

If you do not attend your first (or any of your) appointment(s), you will have to contact us within two weeks to arrange another one. If we do not hear from you, you will be discharged back to the care of your GP or consultant.

### [Your assessment](#)

Your first appointment will be longer in order to cover your assessment and first treatment. Please dress appropriately for your assessment. For example, bring shorts or a skirt if you have a back or lower limb problem; or a top with thin straps if you have a neck or shoulder problem. Single sex changing rooms are available to ensure your privacy and dignity.

Your therapist may ask you to remove some items of clothing during your assessment.

### [Waiting](#)

We strive to see patients on time. If you have been waiting for more than 10 minutes after your appointment time, please let the receptionist know.

If you are late, then your treatment time will be limited to the remaining available time of your appointment. If you are very late, it is likely that your appointment will need to be rescheduled.

### [Information about you](#)

It is important that you let us know if any of your details change – e.g. address, telephone number, GP. This way, we will be able to keep you informed of any changes

that may need to be made to your appointment or treatment.

### [Before you leave](#)

Please make sure you have booked another appointment if you have been asked to do so by your therapist.

### [Comments](#)

If you have a comment, suggestion or complaint, there are leaflets and a comments box available in the waiting area. If you have any problems during your visit or if you need further information, please ask to speak to the therapist in charge.

You can also contact the Patient Relations Team, who provide an impartial and easy accessible service that can provide on-the-spot help to resolve your concerns.

To contact Patient Relations, telephone them on 0118 322 8338, email them at [talktous@royalberkshire.nhs.uk](mailto:talktous@royalberkshire.nhs.uk) or call in their office on Level 2, behind the hospital's main reception.