

PATIENT PROTOCOL**Directions – getting to the correct entrance:**

Enter Cardiff Gate Business Park and stay on Malthouse Avenue. pass the 2 roundabouts then take the 1st turning on your right to Mulberry Drive. Immediately as you turn right, turn left between the hedgerows into the car park sign posted 'The IGP'. Ignore the sign, 'Permit Holders Only' - as our patients can park in our spaces.

Parking / Access

We share the building with iGP Private doctors. iGP have 8 spaces immediately outside and opposite the building. Park in a free space. If there are no free spaces - please call the number provided and our receptionist will advise where you should park.

What to do on arrival

Once you have parked, remain in your car and text 07895 907311 to announce your arrival. You will receive a text to inform you when the physiotherapist is ready for you to enter the practice for your appointment. This mobile number is ONLY used for patients to announce their arrival. It is not a direct line to the main reception or admin team. Please call our admin team on 03456252252 for any other enquiries.

Where possible we ask that the patient attends alone. We do appreciate this will not be possible in all instances, ie children, but do ask that you do not bring additional siblings or parents unless absolutely.

If you are running late / get lost

Please call our admin office on 03456 252 252 and they will either pass on a message to your physio or give you directions.

Consent:

You will receive an email prior to your appointment that will include any consent form/s that need completing. These must be completed and returned electronically before your appointment, or you will not be able to attend.

Please call our admin team on 03456252252 for any enquiries.

Kindest regards - The IPS Team