

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

When you drive into St Joseph's entrance, follow the signs for 'Clinical Physiotherapy'. Opposite the café (on your left), you will see a one-storey red brick building with an IGP sign on it. Our physiotherapy clinic is inside this building and **NOT** the Clinical Physiotherapy building.

Parking

There are car parks at the front of the hospital, around the back by the main physiotherapy building and there is also an overflow car park all in the grounds of St Joseph's.

What to do on arrival

If possible, please remain in your car and text **07547 816270** to let the physiotherapist know you have arrived and wait for the physiotherapist to text you to come in. Please **DO NOT** enter the building until asked to do so.

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.

Kindest regards - The IPS TeamThe **Independent** Physiotherapy Service