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Patient Information Guide: YMCA Clinic NG1 4FG

Thank you for choosing TG Physiotherapy Care. Please read the following information for your safety and comfort whilst visiting us.

It is not unusual to feel a little bit nervous when attending our clinic, especially if you are visiting us for the first time. You may be in pain, or at the very least experiencing some level of discomfort and you may feel overwhelmed by the information that you have come across. This is why we are offering you a straightforward, jargon-free guide to help you understand how we work and what we are trying to do for you.

Perhaps you are visiting us because some part of your body is painful, injured or prevents you from being flexible and healthy. It is our job to help you make the most of your health whatever your age or condition. Your part is to work with us to obtain the best possible outcome for you.

Our Commitment to You

We aim to ensure that you receive a consistently high standard of service at all times.

- Our staff will be helpful and courteous
- Your appointments will be handled in a professional and timely manner
- All information you give us will be treated in the strictest confidence
- All our clients will be treated equally and receive the same high level of care

When we meet you for the first time, we need to find out as much as possible about what has caused your injury or problem. This will allow us to advise the correct course of treatment and/or exercise plan. Even if you have been referred to us by your doctor or medical insurer, we need to hear in your own words how you feel and what impact the problem has on your daily activities.

This involves:

Discussing your medical history including any medication you are currently taking
Finding out about your present symptoms and their possible causes.

We follow this with:

A clinical examination of the affected area and any other part of your body we think may be involved. We are always careful to carry this out as gently as we can.

We require this information for our internal record keeping so that:

We can offer you our professional diagnosis and discuss with you the best possible course of treatment. This may include a course of sessions with a Chartered Physiotherapist who is registered with the UK governing bodies that regulate all physiotherapists. It may also include exercises that you can practise at home, or other ways in which you can help yourself outside of our sessions.

Your body, condition and lifestyle are unique to you. So, we may give you different treatments or exercises from other people whom you think may have the same injury or condition. You can of course bring a friend or family member to the clinic if you wish.

Privacy and Confidentiality

We are committed to ensuring that all the personal information you provide us with is secure and held in accordance with the Data Protection Act 1998. In order to prevent unauthorised access or disclosure, we have in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we have gathered.

We do not release your personal information to any third party or any other health professional unless we have your consent and written permission or, we are required by law to do so.

Please note that photographs are not allowed to be taken within the Therapy Room during your treatment.

You may request details of the personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of your physiotherapy records, please write to us at the address below:

**Tripti Gyan
TG Physiotherapy Care
C/o NCVS
7 Mansfield Road
Nottingham
NG1 3FB**

Please be advised that we are legally required to keep your physiotherapy records for 6 years after your last visit.

Your Commitment to Yourself and to Us

- You will provide us with the appropriate information to enable us to give you the best possible treatment and care
- The exercises recommended to you based on this information are your responsibility to continue as advised after your treatment session
- If you believe that any personal or medical information you have given us is incorrect or incomplete, or if new information occurred during your treatment, please inform us as soon as possible so that we can promptly amend your records
- Please notify us at least 24 hours in advance if you are unable to attend a scheduled appointment
- If you are a diabetic, please bring your medication with you and a light snack or some lucozade

Because you only attend our clinic at intervals, much of your recovery will depend on what you do at home. Expecting a speedy recovery is not realistic unless you follow our advice and do any exercises we may give to you.

It is equally important that you attend your clinic appointments. Your treatment plan is drawn up so that our hands-on work and any follow-up exercises simultaneously create a recovery programme tailored to your needs. One without the other will result in a slower recovery and poorer results.

Cancelling appointments

We value your time as well as ours. In courtesy to your physiotherapist, please give us at least 24 hours notice if you cannot attend an appointment. This allows us to reschedule your appointment, plan our day, and offer the slot to someone else who may like you, be in pain.

Children under 16

We regret that we are not allowed to see any child under 16 without a parent or guardian being present.

Payments

Treatments are paid for at the end of each session. We accept payment by cash or by cheque made payable to 'TG Physiotherapy Care'.

Private Health Insurance

Our Practice is registered with all major health insurers. If you wish to use your insurance to cover the cost of your treatment, it helps if you have contacted them before coming to see us. This is because each company has different rules and policies to ensure that both you and our clinic receive payment. For example, some health insurers require that you get a doctor's referral to authorise your cover before you begin treatment with us.

Professional Registration and Insurance

We are registered with all the appropriate governing bodies for Physiotherapists and we are fully insured.

Like you, we regret all the paperwork and regulations. However, they are in place to safeguard you and make sure that both you as a patient, and we as professionals, can have a problem-free working relationship.

Our first wish is to help you be fit and well.

Paying attention to these few guidelines will mean we can concentrate on ensuring that you receive the desired results from your treatment.

Housekeeping

Please note that smoking is not permitted anywhere in the building.

Please put your mobile phone on silent whilst in the treatment room.

Toilets

Female toilets are located on the ground floor as you enter the building, and in the female changing room which is situated on the same floor as the Physiotherapy Treatment Room.

The gentlemen's toilets are also located on the ground floor as well as in the male changing room. Please follow the signs.

Refreshments

Tea and coffee are available upstairs in the reception area. Please help yourself.

Bottled water and sports drinks can be purchased from the gym reception staff.

Health and Safety

You must sign the visitors' register at the gym reception each time you enter and leave the building. To maintain confidentiality, you may wish to put your initials instead of your full name.

Please take a few moments to familiarise yourself with the signs showing all exits to the building.

At all times and especially during an emergency, please be aware of your surroundings and potential hazards from:

- Gym equipment
- Hot liquids
- Trips and slips
- Cables and wires
- Fans and heating
- Steps and stairs

Fire Alarms

You will hear a loud, continuous siren sound when the YMCA's fire alarm is triggered.

Please treat the fire alarm as a real alert, unless advised by your Therapist or a member of the YMCA staff.

- Do not panic
- Leave the building quickly but **do not run**
- Assemble outside the front of the YMCA building
- Do not re-enter the building until advised to do so by a member of the YMCA staff

First Aid

Please notify your Therapist and gym reception staff who will alert the on-site First Aid Personnel

In an emergency dial 999

Feedback

Thank you for taking the time to read this guide. We welcome your feedback so that we can continue to do what we do well and improve on what you tell us we can do better.

Questions?

If you are at all concerned about any issue relating to your physiotherapy treatment and care, please contact us immediately. We are here to help.

Tripti Gyan MCSP HCPC Registered
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Business Hours: Mon-Fri 9am-8pm. Appointments available on Sat and Sun by advanced appointment only.