

Ashford Hospital

Pelvic Health Physiotherapy Face to Face Appointments

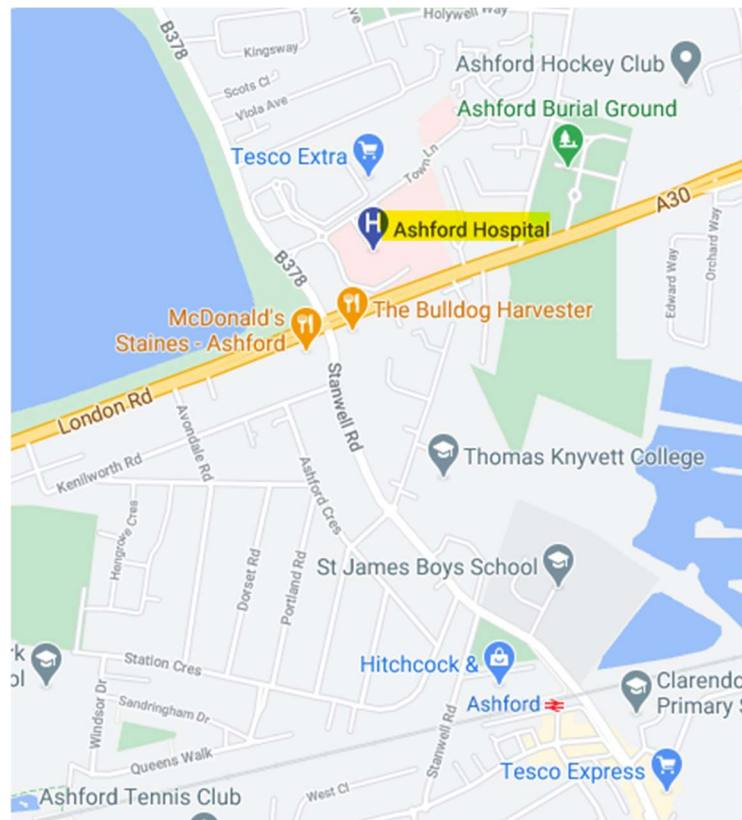
We offer face to face appointments at Woking Leisure Centre, River Bourne Health Club (in Chertsey) and Ashford Hospital.

Although masks are no longer mandatory you may be politely asked to wear a mask or may be seen by a physiotherapist who is wearing a mask. Please do not attend your appointment if you are feeling unwell in any way and call to reschedule the appointment on 01932 722547.

This document is to talk you through what to expect before and during your appointment.

Getting to your appointment

Ashford Hospital
London Rd,
Stanwell,
Ashford
TW15 3AA





Getting to your appointment

Make sure you leave plenty of time to get to the hospital as traffic can get quite busy at certain times of the day, the car parking is also limited and can be busy at variable times. Please park in the main hospital car park, you can additionally park in Tesco's opposite but please note there are restrictions and a time limit on parking available there so do read these on arrival.

On entering the hospital

Enter the hospital through the main entrance.

Once inside turn right and follow signs along the corridor to the physiotherapy department. When you enter the department, please check yourself in at the screen opposite the physiotherapy reception if possible, and then take a seat in the pelvic health and paediatric physiotherapy waiting area. Someone will come and get you at the time of your appointment.

Aim to arrive 10 minutes before the start of your appointment and sit in our waiting area. **Please note, if you are late for your appointment, you may not be seen.** If you are going to be late, please contact 01937 722547 to reschedule your appointment.

During your appointment


You may bring one person with you if you would like support.


If you require an interpreter, please let the admin team know at the time of booking your appointment and one will be organised for you via Language Line. **If you usually use a family member to interpret for you (for example sign language), you may bring one person with you.**

Please avoid bringing children to your appointment however, if you have recently given birth, you can bring your baby in a pram.

After your appointment

If you require another appointment as discussed with your physiotherapist, please contact the admin team on the numbers as outlined above to arrange, if you have not already done so during the appointment with the physiotherapist.






If you are late

If you are more than 10 minutes late for your appointment, you may not be able to be seen. In this instance, please contact the admin team to reschedule.

If you need to alter or cancel your appointment

Please call the admin team on **01932 722547** or email asp-tr.stpetersphysioappointments@nhs.net

Whilst the appointment is at **Ashford Hospital**, there will be no physiotherapy admin members based there.



Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

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Department: Pelvic Health Physiotherapy

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We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



You can use Text Relay to turn telephone communications into text. Use the Relay UK app on your phone, tablet or PC. You can also use Relay UK via Minicom or Uniphone.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤزر اس فون نمبر 01932 723553 پر رابطہ کریں

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Se precisa de uma tradução por favor contacte: 01932 723553

Ashford Hospital London Road, Ashford, Middlesex, TW15 3AA Tel: **01784 884488**

St. Peter's Hospital Guildford Road, Chertsey, Surrey, KT16 0PZ Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk