

River Bourne Health Club

Pelvic Health Physiotherapy Face to Face Appointments

Face to Face appointments for pelvic health physiotherapy are offered at Woking Leisure Centre, River Bourne Health Club (in Chertsey) or 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.

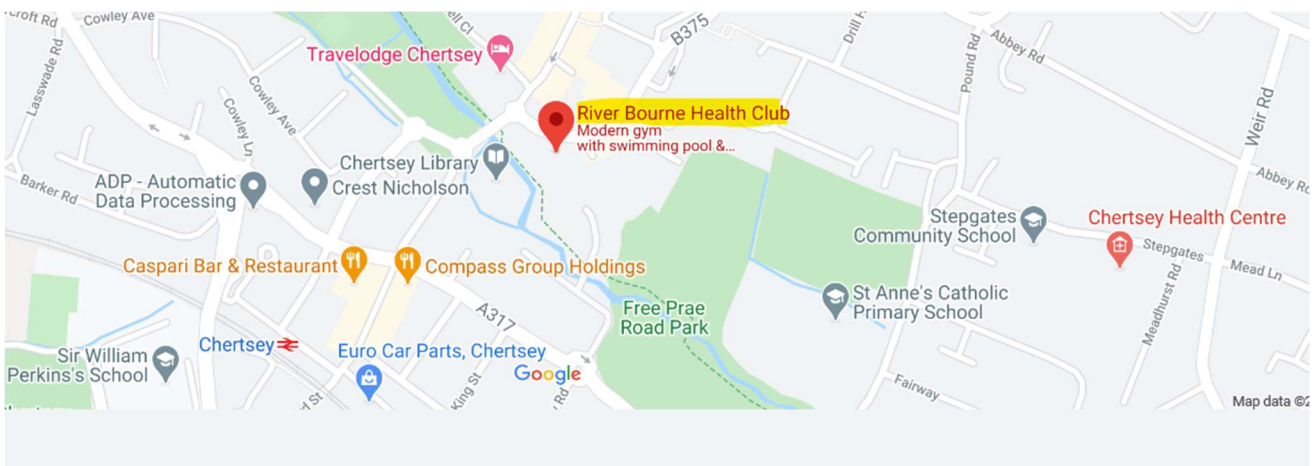
Getting to River Bourne Health Club

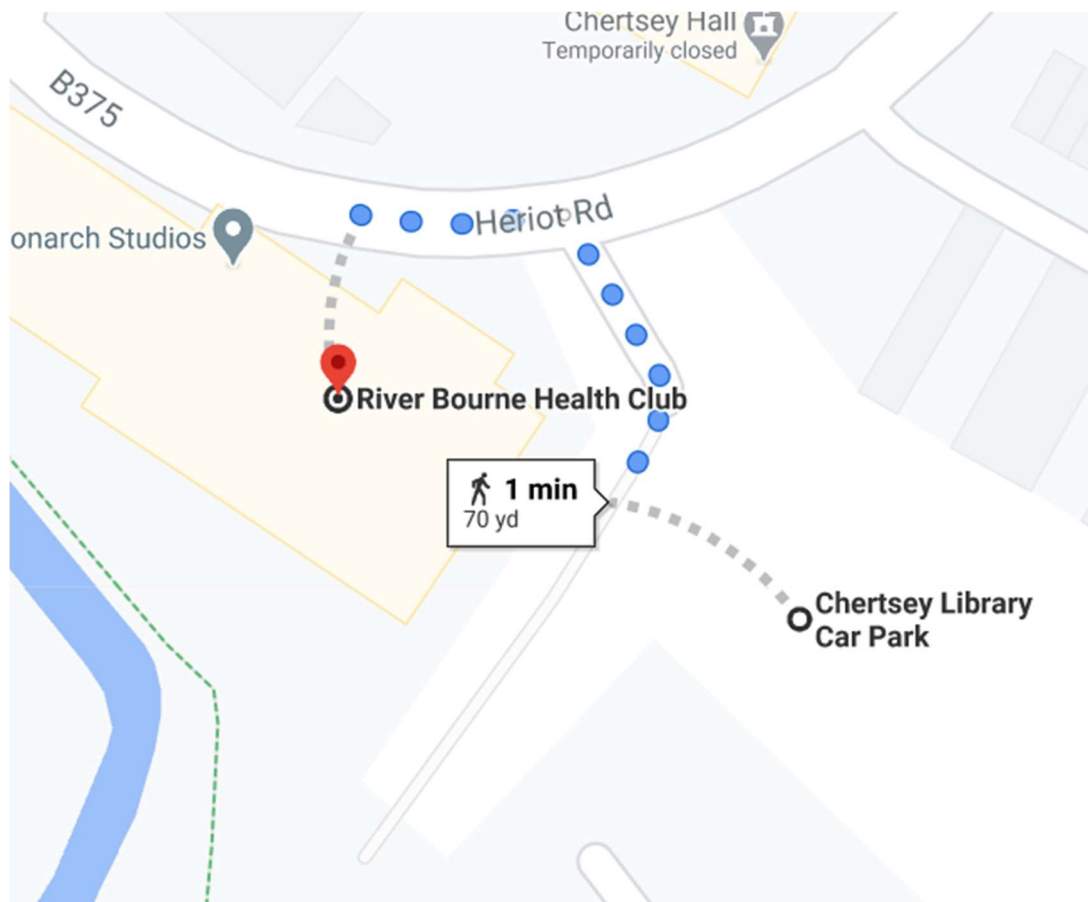
There is pay and display parking (occasionally the machine doesn't work, but you can pay by phone), available at:

Chertsey Library Car Park
Heriot Rd,
Chertsey
KT16 9DR

which is 70 yards from River Bourne - **please see the maps below.**

Please aim to arrive 10 minutes before the start of your appointment and take a seat 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.





Entering the Health Club

You need to enter the health club via the **front entrance as shown via the red arrow above**.

If you are here for a 1:1 appointment: turn right into the first set of double doors, this will take you into our physio department.

If you are here for a class: please report to the main reception to be checked in, you'll be let through to the lounge area by the conference room which is where classes will be held. Please wait here until you are called in to your class.

If you are here for hydrotherapy, go straight to the changing rooms to get ready and make your way to the pool side 5 minutes before your class is due to start.



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 **River Bourne Health Club**, 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 میں 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