

# Woking Leisure Centre

## Your Pelvic Health Physiotherapy Appointment

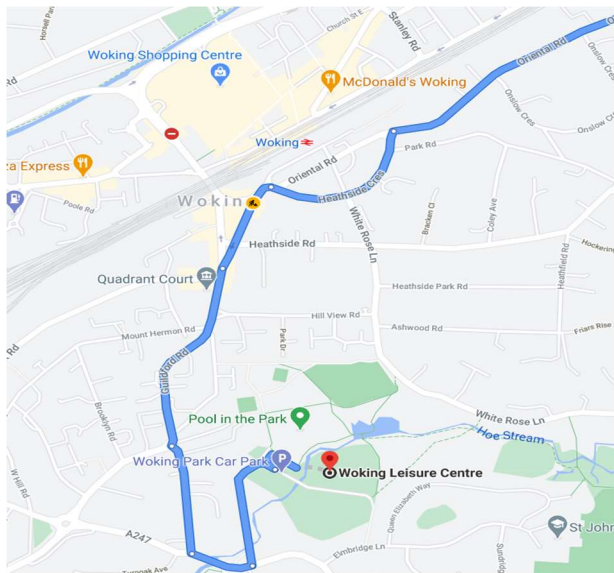
Face to Face appointments for pelvic health physiotherapy are offered at Woking Leisure Centre, River Bourne Health Club (in Chertsey) or Ashford Hospital.

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.

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

### Getting to Woking Leisure

Woking Park,  
Kingfield Rd,  
Woking  
GU22 9BA



The leisure centre is close to Woking town centre meaning it is accessible by both car and public transport.

It is approximately a 10-15 minute walk from Woking Rail Station and a 5-10 minute walk from Woking Community Hospital.

Parking is free for up to 3 hours so should cover you for the duration of your appointment.

## From the car park

- For face-to-face appointments and land-based classes, report to the entrance of the **Leisure Centre (red arrow)**



## For face to face and land-based classes

Please get to the leisure centre 5-10 minutes prior to your appointment or class.

Enter the leisure centre through the main entrance and report to reception on the right-hand side.

You will be checked from an appointment list by the reception staff. For face-to-face appointments, the clinic rooms are on the same floor as the entrance. Walk through the double doors to the right of reception; turn right (toilets on the right-hand side) then left, following the corridor all the way to the back of the building.

The physiotherapy clinic rooms are on the back corridor of the building. Please take a seat on one of the chairs provided and wait for your physiotherapist to call you.



## **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](mailto:asp-tr.stpetersphysioappointments@nhs.net)

Whilst the appointment is at Woking Leisure Centre, 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](mailto: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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**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](http://www.ashfordstpeters.nhs.uk)