Information about your physiotherapy appointment

For patients receiving care from the Children & Young People’s Community Physiotherapy Service

Compliments and complaints
We welcome any compliments or suggestions you may have about our service. Please ask your Physiotherapist for a feedback card to complete. If you wish to make a formal complaint you should write to:
Complaints Manager - PALS
Cobbett House
Manchester Royal Infirmary
Oxford Road
Manchester
M13 9WL
Tel: 0161 276 8686

Contact Information

North Team
Gorton Therapy Centre
48 Blackwin Street
Gorton
Manchester
M12 5JY
Tel: 0161 230 0301

South Team
Baguley Therapy Centre
Baguley Clinic Hall Lane
Baguley
Manchester
M23 1NA
Tel: 0161 445 1259

No Smoking policy
The NHS has a responsibility for the nation’s health. Protect yourself, patients, visitors and staff by adhering to our no smoking policy.
Smoking is not permitted within any of our hospital buildings or grounds.
The Manchester Stop Smoking Service can be contacted on Tel: (0161) 205 5998
(www.stopsmokingmanchester.co.uk)
Who do we see?

We provide a service for children and young people who may have a developmental or neurological difficulty.

We work in partnership with families, carers, health colleagues and education staff, to ensure your child receives high quality care.

Where will you be seen?

Our Service is citywide and we run clinics in various venues. We also visit children in their home, school or nursery.

When will the first appointment be?

Your child has been referred to our service by your G.P. or other Health Professional.

You will have been placed on a waiting list and will soon be contacted by our service to offer you an appointment.

Your first appointment

It is important you attend the first appointment with your child so we can gain your consent.

We will already know a little bit about your child from the referral but we will need you to provide us with further information.

The physiotherapist will then complete a detailed assessment and discuss with you and your child how physiotherapy can help.

This usually takes approximately one hour.

You may need to come back to physiotherapy for further appointments - this will be discussed at your assessment.

What should you bring?

In order to fully assess your child, we may need them partially undressed.

Please bring suitable clothing for older children, such as shorts and a vest.

Please also bring any splints or insoles that you use and your regular footwear.

What does the treatment involve?

After assessment and discussion we will agree treatment goals and a treatment plan with you. Physiotherapy intervention may include:

- Specific exercise and stretching programmes for home and school
- Assessment for the use of specialist equipment to improve posture or function
- Individual physiotherapy treatment sessions
- Advice and support to you and your family
- Referral to other health professionals and support services

Who may be involved?

Sometimes we may see your child with other health or education professionals involved with your child’s care.

Physiotherapy students may be present. Please let your physiotherapist know if you are not happy with this.