How to change your appointment

If you can not attend your appointment, please contact the clinic to cancel.
We will rearrange your appointment to a date and time which is more convenient for you.

If you do not attend your appointment or are not in when we visit, and do not let us know you may be discharged.

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

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)
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 as well as your regular footwear.

What does the physiotherapist do?

After assessment and discussion we will agree treatment goals and a treatment plan with you. The Physiotherapist may provide:

- 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 does the physiotherapy?

Physiotherapy exercises and programmes should be carried out by the child, the family and anyone who supports the child. This can be done as part of the child’s day and incorporated into their daily routine.

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.