

ACCORD HOSPICE

Registered Charity No SC013682



Physiotherapy

Information For Patients & Relatives

Physiotherapy Service

The Physiotherapy service at ACCORD Hospice is provided by Ailsa Currie and Sandra Lyall, both Chartered Physiotherapists.

Ailsa and Sandra can be easily recognised as they wear a white tunic with blue trimming and blue trousers.

The service is offered to Out-patients, Day Hospice/In-Patients or if you have lymphoedema (fluid collecting in the arms or legs).

Referrals will also be accepted from other healthcare professionals - in Hospitals, General Practitioners, Community Specialist Nurses, District Nurses and the medical and nursing staff of ACCORD Hospice.

Your First Visit

On arrival at the hospice, please sign in at the main reception desk. Reception will contact Ailsa or Sandra who will come to meet you.

On your first visit, your needs will be assessed and a treatment programme agreed with you accordingly. Treatments focus on increasing mobility and independence.

Your everyday, normal clothing should be worn. If you need to wear any special clothing, the Physiotherapist will advise you beforehand.

Home Visits

Due to current Health & Safety legislation and the risks associated with passive smoking, we would ask you not to smoke during our visit.

Transport

If required transport can be arranged for outpatients by the physiotherapist.

What We Can Help With

- Breathing difficulties
- Relaxation
- Difficulties with walking or standing
- Poor balance
- Stiff and painful joints
- Fatigue and muscle weakness
- Pain
- Difficulties getting in and out of a chair or bed
- Moving and handling
- Fluid in the arm or leg

Other Services Available

- Supplying of walking aids
- TENS machines (used to relieve pain / nausea)
- Hot and cold therapy
- Lymphoedema clinic
- Splinting, limb positioning, pressure area advice
- Acupuncture

Our Hours of Work

The service is available:

Monday - Friday
9.00am - 3.00pm

Cancelling an Appointment

If for any reason you cannot keep, or need to change the day or time of your appointment, please telephone

0141 581 2024

If no-one is available to take the call please leave a message on the answering machine.



Suggestions Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to Ailsa Currie or Sandra Lyall.

If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:

Mrs. Helen Simpson
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:

Adrian Masson
Head of Corporate Services
Healthcare Improvement Scotland
Elliott House
8 - 10 Hillside Crescent
EDINBURGH
EH7 5EA

Telephone: 0131 623 4300
Email: adrian.masson@nhs.net

**If required this leaflet is available in
other languages & formats**

