

Participation

We value our patients and families participation in developing the services we provide, listening to what you have to say and taking the appropriate action as required.

If you wish to participate please visit the participation section within our website www.accordhospice.org.uk

If you do not have access to the internet please request a leaflet.

Suggestions, Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff.

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

Jacki Smart
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:

Edinburgh Office:
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB
0131 623 4300

Glasgow Office:
Delta House
50 West Nile Street
Glasgow G1 2NP
0141 225 6999

Email: hcis.complaints@nhs.net

www.healthcareimprovementscotland.org

If required this leaflet is available in other languages & formats

Physiotherapy



Information for Patients & Relatives



Physiotherapy Service

The physiotherapy service at ACCORD is provided by chartered physiotherapists who form a part of the Hospice's multidisciplinary team. The service is available daily in the Inpatient unit, day therapy and on an out-patient basis. Home visits can be offered when required. We work closely with the occupational therapy service and are also supported by a technical instructor/assistant.

Out Patients - Your First Visit

- If attending as an out-patient, please sign in at the main reception at ACCORD.
- If your appointment is in your own home, the physiotherapist will arrange a suitable time by phone.
- On this first visit your needs will be assessed and we will discuss your goals and a suitable plan of treatment.

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

Our Hours Of Work

Monday	9.00am - 3.30pm
Tuesday	9.00am - 3.30pm
Wednesday	9.00am - 3.30pm
Thursday	9.00am - 3.30pm
Friday	9.00am - 3.30pm

What we do

Physiotherapy aims to maximise an individual's potential, helping them to function as independently as possible and optimise their quality of life by providing:

- Assessment of function, balance and mobility to maintain safety and maximise independence, providing aids where appropriate.
- Advice for coping with breathlessness and fatigue.
- Relaxation for anxiety.
- Exercise advice to promote muscle strength, flexibility and exercise tolerance.
- Acupuncture or TENS machine to help relieve pain.
- Advice on the management of swelling in conjunction with our lymphoedema service.

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.

