

## Neurology Physiotherapy outpatient service

### What is the Neurology Physiotherapy outpatient service?

The service consists of a small team of specialist physiotherapists and physiotherapy assistants. We provide assessment and treatment for people with neurological conditions across sites in East Sussex Healthcare Trust. Neurological conditions affect the brain, spinal column or nerves.

It is a collaborative service where the involvement of family and carers is welcomed.

### Why choose to come to the service?

The service accepts referrals for people who have a neurological condition, an indication for physiotherapy and who are 16 years old and above. Physiotherapy input is individually tailored to address the person's movement or balance difficulties to achieve specific goals using a flexible mix of treatment options.

You will be offered a specialist assessment initially, with subsequent physiotherapy appointments as appropriate, for example:

- provision of exercise
- manual therapy
- hydrotherapy
- movement education and
- specialist advice.

The Neurology Outpatient Physiotherapy service often works in partnership with our therapy colleagues, for example Wheelchair Services, and with many other organisations, groups and activities in the wider community.

### How do I access the physiotherapy team?

Patients can access the service via a referral from their family doctor, Hospital Consultant or other health professional.

### When and where does the service run?

The service runs Monday to Friday, 8.30am to 4.30pm, at Conquest Hospital, Eastbourne District General Hospital and at some satellite sites.

### How can I make an appointment?

Appointments are usually made by telephone and we will send a letter to confirm the appointment details. If we are unable to speak to you on the phone we will send a pre-booked appointment letter.

A choice of appointment times is given wherever possible.

Waiting times for an appointment are variable. If you have concerns about this, please contact the team to find out the current waiting time.

The initial appointment will last for approximately one hour. Follow-up appointments usually last half an hour.

## What do I need to bring?

Please bring any recent and relevant reports, and a list of any medication that you take. It is useful for us to know about any special chairs, splints or adapted equipment that you use.

## Travel and assistance

**Expenses** - Patients who are receiving certain state benefits may be entitled to obtain reimbursement of public transport fares. You will need to produce proof of your entitlement i.e. benefit book or letter, and your travel tickets. Your physiotherapy receptionist will advise you of the claims process when you attend clinic.

**Ambulance transport** - Travel by hospital transport can only be authorised by your GP for your first visit if you are assessed as medically unfit to travel by public transport, private car or taxi. For subsequent appointments, the authorisation is based on the trust policy regarding patient transport.

**Patient assistance** - If you are a carer/escort for a patient and you require a wheelchair please ask at the hospital Information Desk. Unfortunately our receptionists and porters are unable to assist patients getting in or out of cars.

**Parking** - The main public car park is pay-on-foot and the rest are pay-and-display. We have provided designated disabled parking bays close to the hospital entrances. Registered disabled badge holders can park free of charge for a maximum of 3 hours, in the designated parking bays, when displaying a valid blue badge in the car windscreen.

## What will happen during the appointment?

You will be asked for details of the movement concerns that you are having and how that impacts on your daily activities. The physiotherapist will then assess your movement, balance etc, as appropriate.

After feeding back about the assessment findings, there will be an opportunity to discuss specific goals to work on, which interventions may be useful and a treatment plan will be made for you.

The number of sessions that you will require will vary according to your particular needs, and will be discussed with you at your first appointment. If a Home Visit is required, you will be referred to the appropriate community-based team.

## Who to contact

Please contact us between 8.30am and 4.30pm if you have any queries - Conquest and Bexhill Hospital Neurological Outpatient Physiotherapy Service – Tel: (01424) 758122  
Eastbourne District General Neurological Outpatient Physiotherapy Service – Tel: 01323 417400 Ext: 4883.

## Consent

**Although you consent for physiotherapy treatment, you may at any time after that withdraw such consent. Please discuss this with your physiotherapy team.**

## Important information

This patient information is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner.

## Your comments

We are always interested to hear your views about patient information. If you have any comments please contact our Patient Advice and Liaison Service (PALS) – details below.

## Hand hygiene

The trust is committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after entering.

## Other formats

This information is available in alternative formats such as large print or electronically on request. Interpreters can also be booked. Please contact the Patient Advice and Liaison Service (PALS) offices, found in the main reception areas:

### Conquest Hospital

Email: [palsh@esht.nhs.uk](mailto:palsh@esht.nhs.uk) - Telephone: **01424 758090**

### Eastbourne District General Hospital

Email: [palse@esht.nhs.uk](mailto:palse@esht.nhs.uk) - Telephone: **01323 435886**

After reading this information are there any questions you would like to ask? Please list below and ask your nurse or doctor.

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## Reference

Written by: Clare Hall, Senior Physiotherapist

The following clinicians have been consulted and agreed this patient information:

Margaret Hewett, Senior Physiotherapist, Conquest Hospital

Anne Canby, Senior Physiotherapist, Eastbourne District General Hospital

Lucy Allinson, Team Lead Physiotherapist, Conquest Hospital

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Responsible clinician/author: Clare Hall, Senior Physiotherapist

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