

Comments or complaints

Hertfordshire Community NHS Trust offer high quality services and aim to be as helpful as possible. If however you are dissatisfied by our service then we would like to know so that we can make improvements.

Please contact either:

Patient Advice and Liaison Service (PALS)

Tel: **0800 011 6113**

10am to 2pm, Monday to Friday

Messages can be left outside these hours.

Email: pals.hchs@nhs.net

Patient Experience Team

Tel: **01707 388036**

9.30am to 4pm, Monday to Friday

Messages can be left outside these hours

Email: complaints.hchs@nhs.net



Hertfordshire Community NHS Trust

Unit 1a Howard Court
14 Tewin Road
Welwyn Garden City
Hertfordshire
AL7 1BW

Telephone: 01707 388000

Fax: 01707 321840

Email: communications@hchs.nhs.uk

Web: www.hertschs.nhs.uk

If you would like a copy of this document in LARGE PRINT, Braille or audio tape, or would like this information explained in your own language, please contact 01707 388148

Proud to 
care for you

Children's Physiotherapy Service

Information for Children, Parents and Carers



What is a Children's Physiotherapist?

A Children's Physiotherapist is a qualified Physiotherapist, registered with the Health and Care Professions Council.

Children's Physiotherapy is a specialist team providing services to children and young people to promote health and preserve and improve the best possible functional level of the child or young person.

Children's Physiotherapists work to standards set by the Clinical Commissioning Group, Chartered Society of Physiotherapy and the Association of Paediatric Chartered Physiotherapists.

Where do Children's Physiotherapists work?

The Children's Physiotherapy Service is part of a wider multi-agency team within Children's Specialist Service based at one of the five Children's Centre's

- Peace Children's Centre, Watford
- Marlowes Health and Wellbeing Centre, Hemel Hempstead
- St. Albans Children's Centre, St. Albans
- Danestrete Children's Centre, Stevenage
- Bull Plain Clinic, Hertford

Physiotherapists see children at one of the Centre's depending on where the child lives or they may see them in an outreach clinic, home and school visits may be arranged to meet a specific clinical or assessment need.

How can Physiotherapists help?

Children's Physiotherapists have a holistic approach to treatment, which means looking at the child's physical and emotional wellbeing together, not in isolation. Assessment and treatment is to promote independence and help every child achieve their potential.



Who can see a Children's Physiotherapist?

The Children's Physiotherapy Service provides a community service to all children under 18 years or until the end of placement within a Severe Learning Difficulties School. The child must be registered with a Hertfordshire GP.

If your child is receiving private or alternative therapy it is extremely important that you inform your NHS therapist to ensure that the two therapists can work collaboratively.

Referral into the service must be from a medical professional.

What will happen at the first appointment?

- First appointments can last up to one hour depending on the age of your child and the type of assessment required. We expect an adult with parental responsibility or legal guardianship to attend the first appointment.
- At the first appointment you will be asked as an adult with parental responsibility to fill in a consent form.
- You will also be asked about your child's development, any medication they may be taking, their abilities and difficulties. Your child will be involved as much as possible in these discussions. You will have the opportunity to discuss any concerns or questions you may have.
- Your child will need to be appropriately dressed for a physical examination. They may prefer to wear shorts for the appointment.
- Once the physiotherapist has assessed your child, they will discuss their findings with you and together establish a plan for your child's treatment if this is required. This may include what we can do to help you and what you and your child can do at home to continue the treatment. You will be asked to jointly complete a plan of treatment form/ contract with the physiotherapist.
- Physiotherapy is most effective when it is done very regularly and can be integrated into your child's daily home life.

When will my child be discharged?

Your child will be discharged for one of the following reasons:

- If they have reached the agreed targets and no further intervention is required.
- If they have movement skills that are at the same level as their level of understanding
- If it is felt that little progress is made towards targets due to a lack of motivation or compliance with therapy advice
- If physiotherapy intervention is not indicated, they may be referred on to another service if appropriate.

What happens if my child fails to attend their physiotherapy appointment?

If you child is unwell please contact the service as soon as possible to re-arrange their appointment.

If your child does not attend an appointment with no contact from the family they will be discharged from the service.