

Therapy Services - Therapy Charter

Helpful information for everyone attending the physiotherapy department and occupational therapy department.

Our Charter sets out the standards of service you can expect from the Therapy service in Bradford Teaching Hospitals NHS Foundation Trust.

In order to offer you the best service possible we have set ourselves high standards in addition to those included in national targets.

We regularly check our performance against the standards we set and inform you of the results. We use your feedback to ensure we are continually improving the service we give to you.

Our Standards - You should be seen within 10 minutes of your appointment time. If you do wait 10 minutes past your appointment time please inform the reception staff and they will find out the reason for the delay.

Our Promises To You - We will

- Always be polite, considerate and friendly and help you with anything you do not understand.
- Contact you inviting you to ring to arrange an appointment at a convenient time and location for you. Please note that some specialist therapy services are only located at one hospital site
- Ask for your consent before examination or treatment. You are free to say no, or to ask for more information before you make up your mind. In some cases you may be asked to sign a consent form.
- Assess your needs and discuss assessment findings and treatment options with you.
- Ensure that information you provide relating to your condition and treatment will remain confidential.
- Advise you about the role that you can play in your treatment programme.
- Try to ensure that you are treated by the same therapist each time you attend unless the member of staff is unavailable - for example due to leave.
- Respect your wishes if you do not want to be treated by supervised student therapists.
- Address you by your first or last name depending on your preference.
- Ensure that your privacy and dignity is maintained at all times.
- Respond to your needs irrespective of your age, gender, race, culture or religion.
- Provide a clean, safe and secure treatment environment.
- To allow a full assessment the therapist will need to look at the part of the body we have been asked to assess. Please wear underwear for your appointment or remember to bring shorts or a vest top if you would prefer.

About keeping your appointment

- Regular attendance is essential to the progress and effectiveness of your treatment.
- Arrive on time for your appointment – if you are late we may not be able to see you because the treatment of other patients will be delayed.
- Let us know if you are unable to attend, giving at least 24 hours so that your appointment can be offered to another person.
- If you cancel an appointment and wish to ring back at a later date to rearrange, you must call within 5 working days or you will be discharged.
- If you fail to attend your first appointment without letting the department know in advance, you will be discharged at the end of that day.

- If you fail to attend a follow-up appointment without letting the department know in advance and do not contact us within 5 working days of the missed appointment, you will be discharged. If you fail to attend on more than one occasion you will be discharged.

About your home exercises and advice - Follow the advice your therapist suggests and practise any exercises you are given at home. These are designed to help your condition.

Ambulance Transport - Ambulances are only available for patients who are unable to travel to hospital on public transport because of restricted mobility. Please discuss any problems with your therapist.

Equipment Loans - Please return any equipment that we loaned to you promptly so that it can be used for other patients.

Interpreting Service - If English is not your first language or you use BSL and you need an interpreter, please contact the Physiotherapy Department **before** your first appointment so that the necessary arrangements can be made.

Your Views On Our Service

We welcome your comments, suggestions, complaints or compliments because your views help us to continually improve our service.

Suggestion boxes and comment sheets are available in many reception areas. Alternatively you can speak to any of our staff or write to the Therapy Manager.

How to Complain or make a Comment

If you are not satisfied with the service you have received speak to your therapist or arrange to speak to the Therapy Manager.

You can also discuss your concern with the Patient Advice and Liaison Service (PALS) at St Luke's Hospital (Tel: 01274 365853) or Bradford Royal Infirmary (Tel: 01274 364021) or email: patient.experience@bthft.nhs.uk

Any complaint you have will be thoroughly investigated and we will endeavour to provide a speedy response.

Security Policy - Bradford Teaching Hospitals NHS Foundation Trust respects all our patients as individuals, values our staff and aims to provide a service sensitive to the needs of our patients and their relatives. In doing so the Trust will not tolerate:

- Threatening behaviour
- Verbal or physical abuse to our staff
- Damage to or theft of our property

The Trust will not hesitate to take whatever action it feels appropriate against any individual who fails to respect public property or the needs of others.

Contact Telephone Numbers - St Luke's Hospital & Bradford Royal Infirmary

Tel No: (01274) 365277 or 364382 (Mon-Thurs 8 - 5.30pm. Fri 8 - 4pm)

We use Next Generation Text for people with hearing difficulties. To contact us ring 18001 followed by any of the numbers above (e.g. 18001 01274 365277).

www.bradford-rehabilitation.com

No Smoking Hospital - Bradford Teaching Hospitals NHS Foundation Trust is a smoke-free organisation. You are not permitted to smoke or use e-cigarettes in any of the hospital buildings or grounds.

If you need this information in another format or language, please ask a member of staff to arrange this for you.