

Musculoskeletal Outpatient's Physiotherapy

Improving shoulder and arm pain and movement: class for people being treated for breast cancer

Information for patients, families and carers

What is the class?

We are running a class with specialist physiotherapists to help you with any shoulder, underarm and arm pain and stiffness you have after your treatment for breast cancer. We are doing this because some people have problems and struggle to regain shoulder, arm and chest movements after their treatment for breast cancer and ask for more advice and help.

When and where is the class?

The class takes place on alternate **Tuesdays** from 13:15 – 14:15 pm at Charing Cross Hospital in The Yellow Room, Breast Cancer Services, 1st Floor, Pilot Wing, Fulham Palace Road, next to the main outpatient's area. See the yellow arrow in the map below.

How do I register for the class?

Call 0203 313 3626

This is a secure line accessible by the clinicians only. Please leave your name, phone number, date of birth, hospital number and the date of your operation for breast cancer or radiotherapy if known.

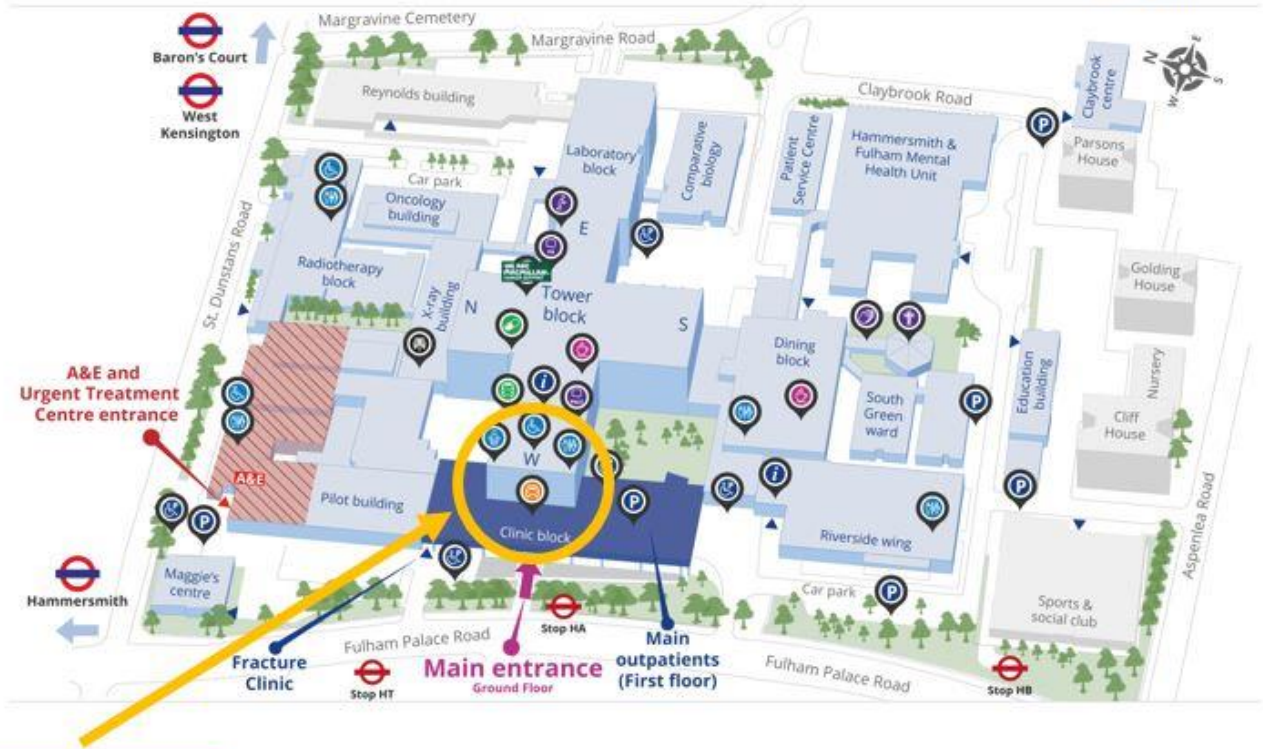
Once your message has been processed you will receive a letter by post letting you know that you're signed up to the class, and/or a text or email if you have requested them (see QR code and links beneath it, below, to request this).

What do I do if I have any questions?

Call 0203 313 3626 and leave a message with your phone number, date of birth and hospital number and a physiotherapist will contact you to answer any questions.

What if I am unable to attend or miss the class?

If you are unable to attend a class, please give us as much notice as possible, ideally 24 hours. To do this please call the physiotherapy department on 0203 312 1492.



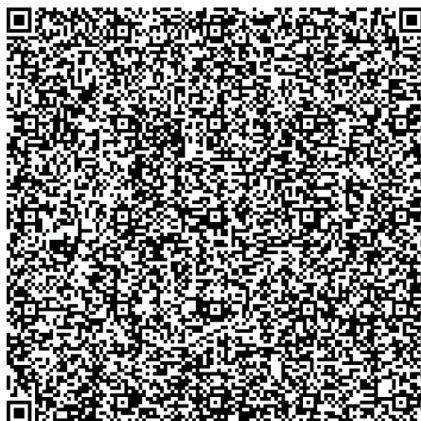
Breast Services
1st Floor, West Wing
Tower Block

The full address is:
**Yellow Room (Lucy's Room),
Breast Services,
1st Floor West Wing,
Charing Cross Hospital,
Fulham Palace Road,
W6 8RF**

How do I prepare for the class?

- Please wear comfortable and loose-fitting clothing.
- Please wear a face mask throughout the class to protect our staff and other patients. These can be provided at the hospital main entrance. If you can't wear a face mask, please let us know before the class.
- Please use hand sanitiser or wash your hands before entering the gym. We will provide hand sanitiser and wipes in the class to clean equipment between uses.

To receive confirmation texts or emails for your hospital appointments either scan:



Or follow these links:

Website: www.nhs.my/imperial **Phone:** 0203 313 0333 **Email:** appointments@imperial.nhs.uk

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the Patient Advice and Liaison Service (**PALS**) on 020-331-27777. You can also email PALS at: imperial.pals@nhs.net. The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to express your concerns in **writing** to: Complaints department, Fourth Floor, Salton House, St Mary's Hospital, Praed Street London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **0203 312 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:

imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk