

## Physiotherapy

# The Rehabilitation Gym at Charing Cross Hospital



Gym 2, Therapies Department, Ground Floor  
0203 313 0280

## What is Physiotherapy?

The aim of physiotherapy in the gym is to help you physically adjust to your amputation and prepare you for using an artificial limb (prosthesis) if this is appropriate.

Physiotherapy is the management of physical problems. This includes pain, stiffness and loss of function caused by an injury or a medical condition. Treatment may include exercise, use of early walking aids, learning to use an artificial limb and giving you advice.

What it's like in Gym 2 Rehabilitation:

- A group setting with people who are mainly amputees
- A busy but friendly setting
- Some people will be learning specific exercises to improve strength and/or flexibility

- ~~Some people will be learning exercises and activities to help prepare for using their artificial limb (prosthesis).~~
- Some people will be doing walking training including functional activities e.g. walking in the parallel bars, practicing walking outside, stair practice
- Drinking water is available in the gym
- **Gym sessions are from 9.15-12.00 or 13.30-15.00**

## Physiotherapy Appointments

If you have just had your amputation and are on a ward, a member of the team will arrange and agree appointments with you. Once you are discharged from hospital, we can arrange further appointments for you. We organise these either with the ward therapists or we will phone you once you're discharged and arrange an appointment on the phone. You should receive a letter to confirm the booking.

## What will happen at my first appointment?

We will ask you questions, for example about your amputation, your general health and mobility, your home and interests. A physical assessment will help plan and agree the best treatment for you. This assessment will include checking the movement of your joints, how strong your muscles are and how you are managing to move in and out of your wheelchair. If you already have an artificial limb, we will look at how you are walking.

Before we plan your physiotherapy appointments, we will discuss and agree this with you. You have the right to decline physiotherapy treatment at any stage without affecting your future care.

**Your physiotherapy treatment is confidential, and no information is shared without your written permission.**

You may be assessed and treated by a student working under the supervision of a senior member of staff. If you do not wish to be seen by a student, please let us know – please be reassured your choice will not affect your treatment in any way.

## What shall I bring to my appointments?

- Please bring a list of your current medications to your first physiotherapy appointment in the rehabilitation gym.
- Please bring or wear a pair of shorts or loose-fitting tracksuit/ trouser bottoms / skirt and suitable comfortable footwear.
- If you are diabetic, please make sure you have had breakfast and that you bring a snack. If your blood sugar is low before physiotherapy, please let your physiotherapist know. Please bring any medication that you take through the day or what you might need e.g., insulin, pain relief, GTN spray. Be aware that exercise is likely to lower your blood sugars.
- If you are fasting e.g., for a religious festival, please let us know and we will modify your exercises during this time.

Unless you are expecting an urgent call then **please do not use your mobile phone** as this can disrupt others' treatments. Phones should be kept on silent as a courtesy for the staff and other patients.

You are welcome to bring relatives/guests to your sessions in the gym but please discuss this with the physio team first.

**Please make sure that we have an up-to-date contact telephone number for you.**

## What if I cannot keep my appointment?

If you are unable to attend an appointment for whatever reason, **please let us know in advance**. We will try to be as flexible as possible. **Call us on 0203 313 0280**. Do not attend if you are unwell. If you continually miss appointments without notifying us, you will be discharged from the service

## How to find us

Physiotherapy is based in the Therapies Department on the ground floor of the South Wing of Charing Cross Hospital, Fulham Palace Road, London W6 8RF. The Rehabilitation Gym 2 is at the end of corridor in the therapies department.

## On-going treatment

If you have any questions or concerns, **please call us** on 0203 313 0280 **Monday to Friday** between **08.30am-16.30pm**. There is an answer phone if you would like to leave a message.

## What about my limb fitting appointment?

The Holderness Limb Fitting Centre is on the Lower Ground floor of the South Wing of Charing Cross Hospital, Fulham Palace Road, London W6 8RF.

On your first appointment you will be seen by the Rehabilitation Consultant, a prosthetist (who measure and fit artificial limbs), and one of the physiotherapists.

To make, rearrange or cancel a prosthetic appointment call the Holderness Limb Fitting Centre on: 0203 311 1144.

## Hospital transport

Patient Transport Booking and Assessment Centre have a service that can book non-emergency transport over the phone. To arrange your transport please contact the booking centre (option 1) on 0330 678 1245 between the hours of 08:00 and 20:00 Monday to Friday (excluding bank holidays) and from 10:00 – 13:00 on weekends.

To cancel or make changes to your transport call 24/7 Dispatch and Help Desk (option 2) on 0330 678 1245. You can arrange a repeat booking with transport for eight weeks, this is called a standing order.

Parking: This is very limited locally. There are some Blue badge spaces outside the Holderness Centre and near the main entrance.

Bus: 190, 211, 220, 295. All stops are near to the hospital.

Underground: From Hammersmith underground station, walk down Fulham Palace Road, Charing Cross Hospital is an approximate 10-minute walk. Barons Court underground station is a 10-15 minute walk away.

## 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 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at [imperial.pals@nhs.net](mailto: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 complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street  
London W2 1NY

Email: [ICHC-tr.Complaints@nhs.net](mailto:ICHC-tr.Complaints@nhs.net)

Telephone: **020 3312 1337 / 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](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)

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