

Welcome to pelvic health physiotherapy

Information for patients, relatives and carers

Introduction

Pelvic health physiotherapists specialise in treating male and female patients with conditions affecting their pelvic floor muscles including bladder, bowels, sexual and pelvic pain conditions. We also specialise in the management of pregnancy-related pain. Like other physiotherapists, we assess muscles, joints, ligaments, nerves and other structures. Our aim is to treat your problem in order to achieve the best possible outcome, help you to stay active and provide you with advice to help keep you healthy.

Before your appointment

Please bring with you:

- any information about your current condition such as clinic letters/reports/maternity notes
- a list of your current medications

You are welcome to bring a family member, friend or carer to your appointment should you wish.

On the day of your appointment

Please arrive early for your first appointment as you may be asked to fill in some forms beforehand.

- Please check in at the kiosk or at reception when you arrive
- We aim to see all patients on time. If you arrive late, your appointment may need to be rescheduled for another time. If you are not seen within 10 minutes of your appointment start time, please ask reception for an update.
- First appointments last up to 55 minutes and follow-up appointments last 20-25 minutes

If you cannot attend your appointment, please give 24–48 hours' notice so we can give it to someone else. If you do not attend your appointment or if you cancel more than one appointment, you may be discharged back to the care of your GP.

What will happen during my appointment?

If you have been referred for a pregnancy-related problem (including pelvic, back, hip or wrist/hand pain):

- depending on your problem, we will either invite you to attend the pelvic pain class or an individual appointment
- the pelvic pain class will last for approximately 90 minutes. This includes a group talk led by a physiotherapist and then an individual assessment. Further input from physiotherapy may then be needed and will be discussed with each individual within the class

If you have been referred for a bladder, bowel or pelvic floor (including sexual) problem:

- your physiotherapist will take a detailed history of your current problem, complete a physical assessment and will discuss what physiotherapy treatment is appropriate for you
- depending on your condition, the physical assessment may include a vaginal or ano-rectal examination. This will be fully discussed with you at your appointment in detail and only carried out with your consent

What treatments are available?

Treatment options will be discussed in your sessions on an individual basis, however, some examples include;

- exercise: an individualised exercise programme to help you improve movement, increase flexibility and strengthen muscles
- evidence-based education and lifestyle advice regarding your condition and how best to manage it

We may also include additional treatment such as manual therapy (hands on treatment) electrotherapy or acupuncture but this will be discussed with you in your session(s).

Additional information

Achieving the best possible outcome depends on:

- following the advice of your physiotherapist
- attending your appointments at the times/dates required
- being consistent with your home exercise programme

How to find the physiotherapy department

Hammersmith Hospital

The physiotherapy department is situated on the third floor of D block. Please note that the distance from the main entrance of Hammersmith Hospital to the lifts which take you to the third floor is 110m.

The nearest tube stations are East Acton and White City (Central line) and Wood Lane (Hammersmith & City line). Buses that stop near the hospital are numbers 7, 16, 23, 27, 36, 46, 98, 159, 205, 33 and 436.

St Mary's Hospital

The physiotherapy department is situated in the basement of the Winston Churchill wing on Winsland Street.

The nearest tube station is Paddington station (Bakerloo, District and Hammersmith & City and Circle lines). Buses that stop near the hospital are numbers 7, 23, 27, 36, 205, 332, 436, N7, N205

Charing Cross Hospital

The physiotherapy department is situated within the therapies department on the ground floor in south block. This is best accessed via the main entrance on Fulham Palace Road.

The nearest tube stations are Hammersmith (Circle, District, Hammersmith and City and the Piccadilly line) and Barons Court (Piccadilly Line). Buses that stop near the hospital are numbers 190, 211, 220, 295, N11, N97,

How to contact us

Telephone: 020 3311 0333 (08.30-16.30, Monday-Friday)

How do I make a comment about my visit?

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 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). 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 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

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

Wi-fi

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