

Isle of Man Physiotherapy Customer Service Standards & Information



Department of Health and Social Care
Rheynn Slaynt as Kiarail y Theay



**Isle of Man
Government**

Reilys Ellan Vannin

NH939

The Physiotherapy Service

This is an integrated team of therapists, support staff and administrative staff. Physiotherapy treatments are delivered across a variety of areas within the Health Service, in a number of different locations. Physiotherapists will prioritise, assess and identify patients needs. They will treat and advise patients and carers, therefore enabling patients referred to improve and maintain their optimum physical function. The essential elements of physiotherapy will include respiratory, mobility and specific equipment provision.

It is an Island wide service based at Noble's Hospital, Ramsey Cottage Hospital, Community Health Centre (CHC) and the Southern Physiotherapy Unit at Thie Rosien. Care is also provided in patients homes, residential and nursing homes and in schools.

Physiotherapy Acute Services

The Physiotherapy Acute Services are delivered mainly within Nobles Hospital, and comprise of input into a number of different directorates.

Medical – for patients on acute medical wards plus long term oxygen therapy clinics.

Stroke Service – this team provides care both in the acute and rehabilitation phases.

Surgical - Intensive care, Surgical wards and Amputee rehabilitation.

Trauma and Orthopaedic - Orthopaedic wards and the emergency department. Referrals are also frequently received from UK hospitals that have carried out specialist surgery.

Adult Mental Health - In Patient service at Grianagh Court is supported from Nobles Acute Services.

Cardiac & Pulmonary Rehabilitation Programmes

- Physiotherapists provide the exercise components as part of the multi professional team.

Therapy Discharge Team - facilitate successful discharge of patients across the hospital.

The Physiotherapists are available to treat patients from 08.30 – 16.30 Monday to Friday, excluding Bank Holidays.

Patients with an acute respiratory condition requiring physiotherapy intervention out of hours are also covered by our on-call/emergency treatment rota (16.30 → 8.30 am next day) Mon – Fri and 24 hours/day over weekends and bank holidays.

Physiotherapy Out-Patient Services

Self-referral - This service provides open access to patients without the need for GP referral. Access is via completion of a self-referral form, available from the GP practice or by completing the online form at: www.gov.im/selfreferral

Clinics are held at the Community Health Centre (CHC), Ramsey Cottage Hospital (RDCH) & Thie Rosien, between the hours of 8.00-4.30.

Orthopaedic Outpatients - Referral is via the orthopaedic consultants and involves the treatment of patients post-surgery, injury, or with ongoing orthopaedic problems. Referrals are triaged into Urgent, seen within 1 week, Soon within 2 weeks and Routine within 12 weeks. The physiotherapists in this service

also run clinics for and with orthopaedic consultants and provide injection clinics (Tue am).

Breast Care Physiotherapy - The breast care physiotherapist sees patients in the consultant's clinic and follows their care through admission, post-surgery and as out patients, including exercise classes. The therapist links with the consultants, Hospice and special interest groups.

Hand Therapy - We have a specialist hand physiotherapist who works closely with the occupational therapists, consultants and the regional hand unit at Whiston. Clinics are held at Nobles Hospital and treat patients following surgery, post fractures, and with long term conditions.

Women's Health - Women's Health physiotherapy involves the treatment of ladies with urogynaecological problems. Those with pregnancy related pelvic girdle pain can access treatment through the self-referral scheme. In addition, the women's health physiotherapist also treats patients on the maternity ward and ward 4.

Chronic Pain - The physiotherapist for this service treats patients with long standing pain, both in individual sessions and in a group environment. Referral is via GPs, consultants, physiotherapists and other healthcare professionals.

Community Adult Therapy Service (CATS)

CATS is an integrated Occupational therapy and physiotherapy team who provide assessment and treatment of an individual's function and mobility. Services are provided to individuals with a diverse range

of conditions. This team has a self referral service which can be accessed via :- <https://www.gov.im/CATS>. This team also includes the long term conditions service treating patients with neurological conditions.

Ramsey District Cottage Hospital (RDCH) is part of the CATs team and the therapists there assess and treat inpatients as well as offering some outpatient services

Children's Therapies

The children's therapy service is an integrated dual therapies team, offering both physiotherapy and occupational therapy to children from birth to age 16, and a transitional service from age 17-19, across a wide range of conditions and diagnoses. Service is provided in both the acute and community settings and in close collaboration with the Department of Education and Children (DEC) and with Social Care.

Customer Service Standards

The standards set out in this leaflet have been developed in line with the Isle of Man Department of Health and Social Security's Code of Practice for the Delivery of Services to Customers, which can be found at **www.gov.im/dhsc** Printed copies are available from the Chief Executive's Office.

Privacy, Dignity and Confidentiality

We adhere to strict rules of confidentiality in all physiotherapy departments. Your privacy and dignity will be respected at all times.

Improving our service to you

We may contact you in the future to ask your opinion about different aspects of the service you received from us. Your input may be used in future to monitor and improve service delivery. Feedback on our service can be given via email (dhsc@gov.im). If you have a comment or complaint, you can also discuss it in complete confidence with the Physiotherapy Service Manager. If you prefer, you can progress it through the hospital's complaints procedure by contacting Nobles Hospital on **650000**

Contact telephone numbers:

Nobles Hospital Physiotherapy Dept.	650200
Ramsey Cottage Hospital	811864
Thie Rosien	834753
CHC Physiotherapy Dept.	642158
Community Adult Therapies Team	642511
Children's Therapies Team	642563
Physiotherapy Service Manager	650520
Therapies Service Manager	650681

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or audio format on request.



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