

## Information sharing

We will discuss with you what we plan to do. We may also need to discuss your child with colleagues such as your health visitor, GP, pre school/school, and any other health or education colleagues who need to be involved.

At your first visit we will discuss with you what information is shared and with whom. We will send you a copy of specific reports that we write, and we will also send a copy to any relevant professional who is involved in working with your child.

Professionals working within Integrated Community Paediatric Services have a duty of care to share information to safeguard children from harm.

## Policy for missed appointments

We understand that occasions arise where attending appointments is not possible. We ask that you contact the service as early as possible to cancel or rearrange appointments.

If you do not attend a planned session (group or individual) and you have not notified us that you need to cancel it, your child will be at risk of being discharged back to the referrer.

## Contact information

### Main Offices:

Child Development Centre Hospital Road Bury St Edmunds IP33 3ND Tel: 01284 775017	St Helen's House 571 Foxhall Road Ipswich IP3 8LX Tel: 01473 321220
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## Feedback

We aim to offer a good service to you and your child. We welcome your comments and suggestions. If you have any queries or concerns with any aspect of your child's physiotherapy care that cannot be resolved with your Physiotherapist, please contact **Christine Hawley (Team Leader)** on the main office numbers.

## Complaints/Compliments

You can send/email a complaint (or a comment or compliment) to our Complaints Officer or phone the Complaints Officer, weekdays between 09.00 and 17.00  
Tel: 01268 407817  
complaints.department@sept.nhs.uk

PALS (Patient Advice & Liaison Service)  
3rd Floor Rushbrook House,  
Paper Mill Lane, Bramford, IP8 4DE  
Tel: 0800 389 6819 pals@suffolk.nhs.uk

This leaflet can be produced in large print, audio cassette, Braille and other languages on request.



## Children's Physiotherapy

Integrated Community Paediatric Services

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approved June 2015  
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A service delivered on behalf of the NHS by SERCO,  
South Essex Partnership Foundation Trust SEPT  
and Community Dental Services CIC.

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Caring for children, young people  
and families in the community

### Why do children see a Physiotherapist?

Children's Physiotherapists work with families to assess the child, discover both the child and their parent/carer's concerns and goals, and develop the most suitable programme of treatment for each individual child.

Treatment may come in the form of handling and positioning advice, development of a home exercise/management programme, a block of hands on therapy exercise (sessions either in a one to one or group format), provision of specialist equipment.

Your child's progress and treatment will be reviewed as needed. We ask that you keep us informed if your child's condition changes.

### Who will see you?

A Children's Physiotherapist is a fully qualified, chartered physiotherapist; this means that they have at least three years training and have achieved the high standard required to become a member of the Chartered Society of Physiotherapy (MCSP).

They have then chosen to specialise in working with children. They have a specialist knowledge of children's conditions, normal growth and physical development.

Treatment is also provided by highly trained Paediatric Therapy technicians working under direct supervision of qualified staff.

### Where will you be seen?

Appointments may be offered at community clinics, nurseries, schools and at home, whichever is most appropriate.

There are therapists offering services at the following bases:

- St Helen's House, Ipswich
- Bury St Edmunds Child Development Centre
- Stowmarket Child Development Centre
- Ipswich Child Development Centre

### What will happen at your appointment?

Your physiotherapist will ask some questions about your child's problems and any concerns you may have.

They will explain what they are going to do at all stages of the assessment/ treatment, and the reasons for it.

The physiotherapist may examine your child's movement, joints, muscles, etc. Your child may be required to undress to their underwear/nappy/shorts if the assessment requires it.

Your child may need to be assessed in a variety of different positions, through a hands on approach.

Physiotherapy treatment may at times be tiring and/or uncomfortable for the child, but we aim to make the treatment enjoyable. We will treat your child and family with dignity and respect. At the end of the assessment, the physiotherapist will explain what they have found, and explain what treatment they recommend and why.

### Other information

- An adult with parental responsibility is expected to attend the first appointment with their child.
- Informed consent will be sought for assessment and treatment at all stages of the child/young person's involvement with the service.
- Students may be working in the department, fully supervised by senior staff. Your consent will always be sought in advance if a student will be involved in your child's care.
- Information will be recorded in electronic and paper records, and used/stored in accordance with the Data Protection Act.

### Things to bring with you:

- Your appointment card/letter
- Your child's personal child health record (red book) if they are pre school age
- A pair of shorts (if this is appropriate to your child's age and problem)
- Any useful medical or educational information, including a list of any medicine your child takes

**You and your child are free to express any concerns or worries, say no, or ask for more information at any stage of an appointment within Integrated Community Paediatric Services.**