

Suggestions and Complaints

If you have any concerns regarding our services, please discuss this in first instance with the member of staff involved.

If this is not possible or the matter is not resolved to your satisfaction, the matter should be escalated to the appropriate member of the Senior Management Team.

All complaints are dealt with as quickly and efficiently as possible and you will be notified of the outcome of your complaint.

If you are unhappy with the way your complaint has been dealt with, you can raise this with Healthcare Improvement Scotland who are the regulator for independent healthcare services across Scotland and they can accept complaints at any time.

Healthcare Improvement Scotland

Independent Healthcare Team

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

T: 0131 623 4342

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Physiotherapy Service



ANNIVERSARY

1988 - 2018

Here at St. Vincent's Hospice, physiotherapy is provided by our Senior Physiotherapist, Sarah Mitchell.

The service is offered to patients in the In-Patient Unit and who attend Day Hospice.

The physiotherapy service is available Mondays, Wednesdays and Thursdays.

Out with these hours, should you wish to contact the physiotherapist please telephone 01505 705635 and leave a message on the answer machine.

Your first assessment

At your first assessment, the physiotherapist will chat to you about your problems, whether it is related to your mobility, breathlessness and so on.

From this discussion the physiotherapist will be able to give you advice and make suggestions that may help alleviate some of your problems.

A treatment programme will then be agreed upon by you both.

The physiotherapist will continue to work with you and keep assessing your progress until you have achieved your goals.

What Physiotherapy can help with:

- Mobility - assessment of your walking; advice and supply of the correct walking aid.
- Breathlessness - advice on how to control your breathing.
- Anxiety - advice on relaxation and breathing techniques.
- Fatigue - advice on managing your fatigue. Advice on appropriate exercise and how to balance this with rest.
- Wheelchairs - assessment for the correct wheelchair and advice on how to obtain one.
- Reduced fitness levels - advice on improving your activity levels to improve your general fitness. Individual exercise programmes can be given.
- Stairs - assessment of your ability to manage the stairs and advice to overcome any problems with stairs.
- Advice to family/carers - advice on how to help someone move around safely. Advice on helping with specific exercises.
- Equipment - advice and help with the supply of walking aids, recliner chairs and wheelchairs.