



## Welcome to Wilson Therapy Group

### Frequently Asked Questions (FAQs)

#### **What will happen at my first physiotherapy appointment?**

During your home physiotherapy assessment, our therapist will come to your home to evaluate your current physical condition, mobility, and any specific concerns you may have. This typically involves discussing your medical history, assessing your range of motion, strength, and posture, and performing functional movement tests. Based on this assessment, the therapist will work with you to develop a personalised treatment plan tailored to your goals and needs.

#### **What should I wear?**

Comfortable, loose clothing that you feel happy moving around in.

Comfortable, supportive footwear.

#### **Where will the session take place?**

Depending on your issue, there are no set rules about where the session takes place.

We recommend a room with space to move around and perform exercises in.

It can be helpful to have something supportive to hold onto to do some of the exercise, like a solid chair, kitchen worktop or solid table.

To do the initial assessment, strength and range of movement tests will be completed, so it is best to use a bed or comfortable sofa for this part of the assessment. You may want to have passive stretching, massage, or joint mobilisations as part of the treatment.

#### **Will you bring a bed?**

We do not routinely bring beds to the appointments as everything we need for the session is in your home!

However, if you prefer for a therapy bed to be brought to complete the manual part of the assessment or specific massage (we can do this on your bed/sofa also). Please just let us know 72 hours before the appointment and this can be arranged. There may be an additional charge for this service.

#### **What measures do you put in place regarding Covid-19?**

Thorough hand washing is imperative to prevent the spread of any infection which is why we ensure to do this between clients and carry antibacterial hand wash with us.

Since government rules have been lifted, we do not routinely wear mask or gloves. If you prefer these to be worn during your appointment, please give us 24 hours' notice and this can be arranged.

### **How do you keep my data and personal information confidential?**

Wilson Therapy Group respects your privacy. All information shared during the home visit, including medical history and treatment details, will be kept confidential and used only for therapeutic purposes. Our therapists will follow all relevant privacy regulations.

Your data is processed in compliance with the General Data Protection Regulation (GDPR), ensuring your privacy and confidentiality are always maintained.

We are fully registered with the Information Commissioner's Office (ICO) and adhere to strict data protection guidelines to safeguard your personal information. You have the right to access any personal data we hold about you and can request a copy of this information at any time.

### **How can I pay for my appointment?**

Appointments need to be paid for in advance of your session, this is so we can send out all the relevant information and get ready for your appointment!

This can be done directly through booking online [wilsontherapygroup.co.uk](https://wilsontherapygroup.co.uk) or contacting us and we will send through an invoice [lara@wilsontherapygroup.co.uk](mailto:lara@wilsontherapygroup.co.uk).

### **What if I need to cancel or reschedule an appointment?**

You can cancel or reschedule any appointment up to 24 hours before your appointment time and be issued a full refund. If you need to cancel or reschedule under 24 hours before your appointment you will be charged.

Please don't hesitate to contact us if you need any further information regarding your upcoming appointment!

[lara@wilsontherapygroup.co.uk](mailto:lara@wilsontherapygroup.co.uk)