

Information for Patients

Receiving or considering treatment with other Healthcare Practitioners

Physiotherapy Service

Thank you for informing us that you have received or are considering seeking additional treatment for the same condition that a Health Board physiotherapist has seen you for today. This guidance is to help you decide which treatment route to take.

In most cases you will be advised to choose one course of treatment at a time. This is to help each practitioner measure the effectiveness of their treatment and for safety reasons as we are unable to take responsibility for treatment provided by another practitioner – in particular any effects that it may have on your condition or treatment provided by ourselves.

If you decide to continue with your treatment elsewhere, we advise you to check that the practitioner you choose is fully qualified and registered with their council or regulatory body. We have provided some websites below to help you with this.

All Physiotherapists (NHS and Private) should be registered with the Health and Care Professions Council. You may wish to check your physiotherapist is on the register at: <http://www.hcpc-uk.org>

Chiropractors should be registered with the General Chiropractic Council.
To check they are registered access the register at: <http://www.gcc-uk.org>

Osteopaths should be registered with the General Osteopathic Council.
To check they are registered access the register at: <http://www.osteopathy.org.uk/>

For information about Complementary therapists, please access the Complementary and Natural Healthcare Council at: <http://www.cnhc.org.uk>

If you are considering accessing your care from another practitioner because the appointment times are inconvenient or you are unhappy with the treatment you have received in our Physiotherapy Department, we would like to know. Please ask to speak with the senior member of staff in the department that you have been attending, who will look into your concerns. Alternatively you can contact:

Claire Preece, Head of Physiotherapy, email: Claire.preece2@wales.nhs.uk