

Self Referral Physiotherapy Service

To book an initial **telephone consultation** with a physiotherapist
please call our booking centre on

0300 300 0046 Monday to Friday 08:00 - 16:00

Please do NOT call this number for Leicester Royal Infirmary, Leicester General or Glenfield Hospitals

NHS number:

Please make sure you have your **NHS number** and **current address** and **mobile/home number(s)** available. Our booking centre staff will arrange a **telephone consultation** with one of our qualified physiotherapists.

If you require physiotherapy **following an operation** you must have a copy of your discharge letter/referral letter available before we can register you.



A physiotherapist will ring you and ask you questions about your symptoms. This may take up to 30 mins and you will be asked some questions about your medical history so please find a **quiet area to take the call**. They may provide you with advice and exercises, or direct you to online information if appropriate. If the physiotherapist feels a face to face appointment is required this will be discussed.

Please make sure that you have a list of your medication available for your conversation with the physiotherapist.

Leaving messages: We need your permission to leave messages on answerphone or with family. Unfortunately without your consent, we can't leave any messages to say that we called.

Driving: For your safety, we are unable to talk to you whilst you are driving, even if using 'hands-free'.

This service is **not appropriate** if you require physiotherapy for; **breathing problems**, stroke or other **neurological conditions**, you need **treatment in your home** or you are **under 16 years old**.