

Our values

We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

We believe in:

- Care and compassion for our patients and families
- Everyone feeling valued as part of the hospice team
- Fairness and integrity
- Dignity and respect
- Striving for excellence

Comments, suggestions and complaints

Our team at The Prince & Princess of Wales Hospice is committed to providing a quality service. Your views on our care and support are very important to us and help us achieve continuous improvement and development.

If you or your family and friends have any suggestions about how the hospice services can be improved, please complete our comments, suggestions and complaints form which is available at the hospice.

Any complaints will be handled with the utmost confidentiality and will be acknowledged in writing within two working days. Options include discussing any concerns with the head of clinical services or writing directly to the chief executive. If the complaint has not been resolved satisfactorily, you may contact Healthcare Improvement Scotland for advice.

All details are on the comments, suggestions and complaints form which can be picked up in the hospice or is on our website.

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The Prince & Princess
of Wales Hospice



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Physiotherapy



What is physiotherapy?

Physiotherapy is part of the holistic approach to hospice care and aims to help people improve their quality of life and maintain independence

Physiotherapy can also help with management of symptoms such as breathlessness, pain, immobility and muscle weakness. As part of the hospice team, the physiotherapist can help you to identify realistic goals and work with you towards achieving these goals.

What services does the physiotherapist offer?

The physiotherapist will base their management on each individual assessment and will try and focus on the symptoms that are causing the most distress.

During each assessment the patient's needs and wishes will be discussed and a treatment plan will be set.

Examples of specific treatments are:

- Advice for management of fatigue and breathlessness.
- Falls prevention advice, balance exercises and strategies to reduce risk of falls.
- Provision of walking aids and maintenance of mobility, function and independence.

- Use of pain relieving modalities.
- Exercise provision.

Where is the physiotherapy service provided?

The physiotherapist is available from Monday to Thursday, 8.30am to 4pm, for advice and support. The rehabilitation assistant also works alongside the physiotherapist and the occupational therapist, supporting patients in promoting their independence. The physiotherapist provides a service for the inpatient unit and day services.

If you have been referred by the hospice community nurse or through the outpatient clinic you can attend an appointment at the hospice with the physiotherapist.

Occasionally, patients may be offered an appointment at home if they are unable to attend the hospice.

This is generally only when the need for treatment is something other than the services already provided by other physiotherapists working in the community.

How can I obtain physiotherapy via the hospice?

If you feel you would benefit from the input of our physiotherapist then please speak to any member of staff and they can arrange to refer you.

What happens on my first appointment?

The physiotherapist will carry out an assessment based on your medical history and current symptoms. An individual treatment programme will be set based on your goals and abilities.

If you require assistance on accessing the hospice please do let us know as there is a ramp at the rear car park. Carers are welcome to attend appointments with patients.

How many appointments will I need?

Each person is different and the approach will differ for each person. We can adapt to suit all levels of ability and work within each patient's limitations.

Physiotherapy is generally only a short-term intervention and the main goal is to get you to a level where you are managing your condition yourself.

If your condition changes and you are no longer able to manage, you may be reviewed to see if there is anything else that can be offered.

What happens if I need a walking aid?

Often the physiotherapist will highlight the need for a walking aid such as a zimmer frame or a walking stick which will be provided for you.

We do ask that you use the equipment safely and check the equipment regularly for wear and tear. Please report back to us any problems with your equipment.

Where can I find out more information?

If you or a family member are attending the day unit or are on the ward then a member of staff can arrange for you to speak with the physiotherapist about your concerns.

If you are attending a clinic or are known to community services then your clinical nurse specialist can make a referral on your behalf.