



Frequently Asked Questions - *Reviewed January 2025*

ARE YOU REGISTERED?

Yes! I am proud to call myself a Chartered Physiotherapist. I am registered with our regulatory body; the Health and Care Professional Council (HCPC). I am a member of our professional body; the Chartered Society of Physiotherapy (CSP). With my specialist area of interest being sport injuries, I am also a member of Physios in Sport and am working through their affiliation programme. This means as a client of Fellside Physiotherapy, you are receiving the best, up to date, evidenced based assessment and treatment.

DO I NEED A REFERRAL?

No! Physiotherapists have professional autonomy, which means we have the authority to make decisions and the freedom to act in accordance with our professional knowledge base.

WHAT CAN I EXPECT?

Physiotherapy helps restore movement and function. We use a combination of manual therapy ('hands-on') treatments for immediate relief and improvement; supporting this with exercise prescription to help self-manage, and education to continue promoting recovery.

I'VE NEVER HAD PHYSIOTHERAPY BEFORE AND AM NERVOUS

Don't worry, you have full control throughout assessment and treatment. If you would like to have a companion attend with you, that is not a problem.

WHAT SHOULD I WEAR?

For a successful full objective assessment to be completed, Fellside Physiotherapy may ask you to expose the area of the body which we are assessing and treating. If it is an upper body or a trunk problem; for females we recommend a sports bra or a vest top. If it is a lower body issue, then shorts are perfect. If you don't feel able to undress to this extent, then please do say. The last thing we want is for you to feel uncomfortable or at risk.



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WHERE DO I COME FOR MY APPOINTMENT?

All clinics are based at The Health Collective in Wigton. (www.thehealthcollective.uk) When you arrive please take a seat in the waiting area and I shall be out shortly.

WILL YOU HAVE A STUDENT WITH YOU?

Ordinarily, no.

If I am mentoring a student, I shall be in contact with you prior to your appointment to ask your permission first. You have the right to ask them to sit out of your appointment.

I AM NOT A MEMBER OF A GYM; HOW CAN I COMPLETE MY EXERCISES?

Don't panic, Emma is able to adapt to the situation. All exercises we prescribe you are specific to you. They must be achievable and realistic, or we'll be failing before we even start! You do not need to be a member of a gym or fitness club. We will work with what you have. I may use some small bits of equipment during our sessions, if this happens I can sign post as to where to buy them from.

HOW DO I PAY YOU?

We request that you pay for your treatment at the end of each session via cash or card.

Receipts can be emailed with all the details you need following your appointment, allowing you to claim the cost of your appointments directly from your insurers.

I CAN'T MAKE THE APPOINTMENT, CAN I CANCEL?

Your session with Fellside Physiotherapy is important to us and reserved especially for you. When you forget or cancel the appointment without giving us notice, we are unable to offer that time to someone else. We understand that things can happen at the last minute and can assure you we are sympathetic in certain circumstances. Please see our T&C's for our cancellation policy.

If you have any further questions or issues; please refer to my Terms and Conditions or contact me so that I can assist you.

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