

Changes to Outpatient Physiotherapy Services, including Hydrotherapy, at St Peter's Hospital

Frequently Asked Questions

Why are these changes happening?

We need to increase the number of inpatient beds at St Peter's Hospital to cope with demand for emergency patients. Last winter we had too many ambulances waiting to bring patients into A&E and this is not the standard of care that we aspire to provide. The area currently occupied by the physiotherapy gym and hydrotherapy pool has been identified as the best space for this. This is because some of the physiotherapy facilities and equipment currently used at St Peter's are in need of modernisation and need to be rebuilt or relocated, particularly the hydrotherapy pool. The River Bourne Club offers everything we require and will provide a much nicer environment for patients during their physiotherapy sessions.

Should physiotherapy services be provided in a hospital?

Physiotherapy is about restoring movement and function and for the majority of patients, there is no reason that exercises need to take place in a busy hospital setting. In fact, a community gym setting is more appropriate for most people, as it helps them get used to that environment in a supported way and feel able to take their exercise regime forward after their physiotherapy has ended.

Will the facilities and equipment be the same?

Yes and many of the facilities and equipment available will be better. The pool at The River Bourne Club is bigger and more modern than the one we currently use at St Peter's and the gym offers a much wider range of more modern equipment. We will have access to a dedicated, separate studio for group exercise sessions.

What is the pool access like?

There is good access to the pool with steps and a shallow, gradual entrance that will be suitable for the majority of patients. The pool will not be suitable for those patients requiring a hoist and we are looking at an alternative location for this. We will be in touch with the small number of patients affected by this directly.

Who will be running the sessions at The River Bourne Club?

A fully qualified physiotherapist or nurse from Ashford and St Peter's Hospitals will supervise all activities, in exactly the same way as the service is currently provided. They will be wearing their uniform and have a list of patients attending each session so expect you.

Will the physiotherapist or nurse have access to my notes?

Yes. They will have access to the same information as they do on the St Peter's site via iPads.

Will The River Bourne Club have access to my information?

No. We have no requirement to share patient information with The River Bourne Club.

Will my sessions be at the same time?

We have agreed set time slots with The River Bourne Club so will need to revise the current timetable. We are finalising this now and will shortly issue new appointment letters to all patients.

Will I have to pay anything?

No – we are simply using the facilities and equipment provided at The River Bourne Club and the service is still provided through the NHS by the Trust.

How do I get to The River Bourne Club?

The address is The River Bourne Club, Heriot Road, Chertsey, KT16 9DR. It is easily accessible via car or taxi and you can find out more about available bus routes on the Surrey County Council website - <https://www.surreycc.gov.uk/>. If you currently use patient transport services to travel to and from your appointments, this will continue to The River Bourne Club.

Is there parking?

Yes – there is plenty of parking right next to the club in the Chertsey Library Car Park. It costs £1.30 for up to 1 hour or £2.50 for 1-2 hours.

Is there disabled access and facilities?

Yes – disabled parking and access is available. Inside there are disabled toilet facilities and a lift to the upper floor.

What do I do when I arrive at The River Bourne Club?

Please go to the main reception desk and explain you are there for an Ashford and St Peter's physiotherapy session. If you are attending a hydrotherapy session please mention this. The receptionist will direct you.

Are there changing facilities?

There are pleasant and well equipped male and female changing rooms with shower facilities at The River Bourne Club that you are free to use. You will need a padlock to secure your locker and you can ask the receptionist for one on your first visit. There are also individual changing cubicles if you feel more comfortable using these.

What if I need help with changing?

You can take a chaperone with you to help with changing, but this will need to be someone of the same sex to access the changing rooms.

Do I need to bring anything?

Only a change of clothes or swimming kit if required – nothing extra to what you would usually bring to your session at St Peter's.

Where do I wait for my session?

Once you have arrived and are ready please make your way to the pool, gym or studio as directed by the receptionist. The physiotherapist or nurse leading the session will be there waiting for you.

How will the session run?

It will run for the same amount of time – usually 30 minutes. The exercises will be similar to those in previous sessions but some elements may change to make use of the new equipment available.

What if I need to cancel my appointment?

Please call the physiotherapy outpatient department on 01932 722 547. Please do not contact The River Bourne Club directly.