

**What To Expect**

Important Information

By booking an appointment with LJTphysio you agree for us to store your personal data which will be collected either directly through our online portal when booking online or by LJTphysio when booking directly. By signing up to LJTphysio you automatically agree to receiving appointment confirmations and reminders via email. Our full privacy policy can be found here [LJT Privacy Statement.docx](https://1drv.ms/w/s%21Ap-3HlfSu5sUgR1A7qzBfa0tc2ai?e=vrX1VM)

Your Appointment

LJTphysio is a mobile service providing Physiotherapy assessment and treatment in the comfort of your own home. LJTphysio will arrive 5 minutes before the appointment start time to set up a treatment bed and laptop. Please let me know if you do not have the space for a treatment bed prior to your appointment. You will be required to fill out an electronic Physiotherapy consent form during this set up time. Please let LJTphysio know if you need a paper form instead.

Please also inform LJTphysio if you are classed as vulnerable prior to your appointment to ensure the correct safety measures are put in place for your appointment.

The first half of the session will involve history taking to gain an understanding of your problem and guide an objective assessment. This will also involve some routine health and lifestyle questions.

After history taking LJTphysio will carry out an objective assessment. This will involve looking at various movements and performing tests which will be explained to you as we go along. This will be individual to your condition. Some discomfort may be felt on examination, however this is usually a good sign that the problem has been identified.

At the end of the assessment LJTphysio will discuss treatment options and gain your consent which you can withdraw at any time. LJTphysio aims to carry out treatment in the first session unless the problem is complex.

After Your Appointment

Follow up treatment can be booked directly with LJTphysio or using our online booking service at your own convenience [here](https://ljt-physio.uk2.cliniko.com/bookings)

Payment is to be made immediately after each appointment and can be done in cash or via bank transfer. Payment must be made before further sessions are carried out.

Some post assessment/treatment soreness is possible and completely normal. The aim is to keep any increase in pain low and less than 24 hours. You will be asked to monitor any post treatment increase in symptoms closely and feedback to LJTphysio to tailor and modify any future treatments.

How Many Treatment Sessions Will I Need

This varies greatly between clients, however 4-6 treatments is usually the minimum required. How your appointments are spaced out will depend on your condition and many other variables. At LJTphysio all rehabilitation programmes are tailored to the individual.

**Cancellation Policy**

Any cancellations with less than 24 hours’ notice will be charged a late cancellation fee of £20. LJTphysio has the right to retain your deposit to cover this cost.