

Physiotherapy department

Osteoarthritis knee class induction session

We have made an appointment for you to attend the osteoarthritis knee class induction session at the request of your surgeon, hospital specialist or GP. The details of where and when the session will take place are in the accompanying letter.

Please note that your induction session might be held in either Guy's or St Thomas' hospitals so it is **important to check your letter**.

Class induction session

The induction class will be a **group session** with around 15-20 people. It will take **about 60 minutes**, so please allow this amount of time for your visit.

Please arrive on time. If you are late, you may be unable to join the session.

It is essential that you attend your induction session and any follow-up appointments, or give us at least 24 hours notice if you need to cancel. Unattended appointments:

- waste valuable time and resources
- increase our waiting list.

Please note that if you fail to attend without contacting us, **you may be discharged** back to the original healthcare professional that referred you.

What to expect during the induction session

A clinical knee specialist or senior physiotherapist will conduct the session. During the session they will:

- explain how to manage your symptoms
- tell you how you can help with your own recovery
- tell you about the treatment options available to you.

You will be shown two exercises, which you will need to continue with until your next physiotherapy session.

You will be asked to complete a short questionnaire about your knee condition. The clinical knee specialist or senior physiotherapist will discuss it with your surgeon, hospital specialist or GP, depending on who referred you.

Contact us

If you have any questions or concerns about your class induction session either **Guy's** or **St Thomas'**, please contact the physiotherapy department on **020 7188 5094**
Monday to Friday, 8.30am – 4.30pm.

Useful sources of information

Pharmacy medicines helpline

For information about any medicines that you have been prescribed at Guy's and St Thomas' hospitals, you can speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday.

Patient Advice and Liaison Service (PALS)

To make comments or raise concerns about the Trust's services, please contact PALS. Ask a member of staff to direct you to the PALS office or:

t: 020 7188 8801 at St Thomas' **t:** 020 7188 8803 at Guy's **e:** pals@gstt.nhs.uk

Knowledge & Information Centre (KIC)

For more information about health conditions, support groups and local services, or to search the internet and send emails, please visit the KIC on the Ground Floor, North Wing, St Thomas' Hospital.

t: 020 7188 3416

Patient Transport Service

If you need to use our patient transport service, a member of our team needs to assess whether you are eligible. This involves a brief telephone interview and is completely confidential.

Assessments must be carried out at least 48 hours before your appointment. If you think you may be eligible for this transport service, please contact the Patient Transport Assessment Team.

t: 020 7188 2888

Language support services

If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815 **fax:** 020 7188 5953

NHS Choices – Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Leaflet number: 3609/VER1

Date published: February 2013

Review date: February 2016

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