
Frequently asked Questions

What are the qualifications of your physiotherapists?

All our physiotherapists are qualified physiotherapists and are registered with the Health and Care Professions Council. Some of the team have particular specialties and these are published on our website www.jlinks.co.uk.

We carry appropriate professional insurances and all have enhanced DBS checks to work with vulnerable adults.

What will my first session involve and how should I prepare?

Your initial contact with your treating Physiotherapist will be a phone consultation either with you or somebody you trust. After this, we will arrange to visit you at home for your first session to assess you and to understand the problems which have caused you to seek our help. This will involve us asking you questions so we know how best we can help you. It would be useful to have your current medication list ready, along with a list of any current and past medical conditions and any operations you may have had. Any recent hospital discharge summaries would also be helpful.

It would also be helpful if you could think about what you specifically find difficult and what you would like to achieve from your therapy sessions.

We may ask to photograph or scan your documents so we can store this with your electronic clinical record. We take storage of your data seriously and details are shown in our privacy notice at the end of this document.

We may ask you to wear shorts or to undress so we can examine you properly. We will always discuss this with you first and maintain your dignity appropriately.

During the assessment, our therapists will need to see what activities you can do and any equipment you use. At the end of the assessment we will discuss our findings with you and together we will agree realistic goals. Depending on your individual needs, this may involve us setting you some exercises, which can either be practiced with us regularly during therapy sessions and/or carried out on your own.

How are you staying safe during Covid?

We have complied and continue to follow the relevant Public Health recommendations for Covid. Whilst things are continually updated, safety is our utmost priority. We are continuing with:

- 1) Offering a 'Virtual First' telephone call with your treating physiotherapist. On this call you will start to get to know your physiotherapist, they will ask you about your medical history and will complete a Covid risk assessment and discuss the relative risks and how these will be managed.
- 2) We currently risk assess client and household for Covid before every session.
- 3) We wear PPE including Type IIR fluid resistant masks as well as disposable gloves and aprons when required.
4. Our staff comply with the current Public Health guidance for regularly testing for Covid.

Will you bring any equipment with you?

As we work in people's homes, we work with what people have around them at home. We might bring a ball, balloon, small weights or a step or other small equipment if we think this would be helpful.

How will I consent to treatment?

We need consent for each session either from you or, or someone who has been given permission to consent for you, if you are unable to do this yourself. We will always talk to you about what we are planning to do and will only begin once you understand what is happening and have agreed. Verbal agreement is acceptable in most cases, but occasionally we may require written consent.

Why might I need two physios for a session?

Two physios are sometimes needed where the task is complex or for their own safety and yours. We also have physiotherapy assistants who work with the physiotherapist where this is needed. Examples might be where you are still struggling to sit up on your own or where you need to use a hoist for transfers. We also might use two members of staff when we start doing something new with you to help make progress.

How will you protect my information?

We will always check with you before discussing your physiotherapy treatment with anyone else. We will not tell anyone else about your treatment without your permission.

What is included in the price of the sessions?

- The therapists time with you and time spent writing your notes.
- Provision of exercise programmes.
- If we need to write a letter or make a phone call for you, we may do this with you during a session and finish short non-complex letters or phone calls outside of the session time.

What is not included in the price of the session?

- Complex reports and letters are not included in the treatment session cost but can be provided at an additional cost.
- Any walking aids and/or other equipment that you wish us to provide. These can be invoiced to you.

Can I choose my appointment time?

We will always do our best to accommodate specific appointment times. However, some appointments are very popular and get booked up in advance.

How can I pay?

Wherever possible we prefer payment by BACs or card payments over the phone. Payment is required in advance for the first session to secure the appointment. For all further appointments we will issue you with an invoice on the day of treatment or the following working day.

Payment is required 7 days from date of invoice or before the next treatment session, whichever is the sooner. We accept payment via Bank Transfer (preferred) or cheque. *(Please see our Fees and Cancellation Policy accompanying this brochure.)*

Can I use my private healthcare insurance?

You need to discuss this directly with your insurance provider. Some insurance packages allow you to pay for the session and will then reimburse you. Please contact us to ask if we are registered with your Health Insurer.

Do you offer gift vouchers or can someone else pay for my therapy?

Other people can pay into your account if desired. Let us know and we can organise this with you.

How do I cancel a therapy visit?

In line with our cancellation policy we require 24 hours' notice to cancel or rearrange a visit. This can be done by telephoning Joanna or Jayne using the numbers given under the Contact Us section which is shown on the back of this brochure.

Cancellation Policy

We require 24 hours' notice for any cancellations. Less than 24 hours' notice will result in the appointment being charged at the full rate. We understand circumstances can change and we will make every attempt to try and meet any changes you require to your booking.

What happens if I want to stop JLinks Physiotherapy?

You can choose to stop or pause therapy whenever you wish. We ask you to complete any outstanding payments promptly so that we can close your account. You will need to give us at least 24 hours' notice in line with our Fees and Cancellation Policy.

What happens at The Barn?

This is a purpose-built clinic facility in Stelling Minnis near Canterbury. It is a fully accessible building with a small rehabilitation gym and accessible toilet facilities. Treatment is carried out by our qualified, specialist physiotherapists. We have a selection of equipment useful for clients wanting to stand and improve their walking. We also run small group sessions which are fun and sociable.



How can I give feedback on JLinks Physiotherapy services?

Feedback from you and your friends or family members would be very welcome. You can talk to your therapist directly or contact Joanna or Jayne by telephone or email. At times we may ask if you would like to complete a feedback questionnaire as providing the best service is really important to us.

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Joanna Ward, Director - Tel: 07951 025208

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