



Welcome to Physiotherapy with Neurobility Limited

We are delighted to welcome you to Neurobility and look forward to supporting you on your rehabilitation journey.

This leaflet contains important information about your physiotherapy sessions. Please read it carefully and contact us if you have any questions or concerns before your appointment.

What to Expect During Your Physiotherapy Sessions

What to Wear

We may need to examine certain areas of your body during your session. Please wear comfortable clothing and consider wearing or bringing shorts and a vest top for ease of movement. You may need to undress, so please wear suitable underwear.

Comprehensive Assessment

Your first session will include a thorough assessment to understand your specific challenges and goals. If you have concerns about your symptoms (such as dizziness) worsening during assessment, please let us know so we can adjust accordingly.

Treatment Sessions

Your therapist will work with you to develop a customised treatment plan based on your unique needs and goals. We always start with a catch-up to assess how you are feeling that day. Sessions will be tailored to your condition and may include exercises, functional task practice, hands-on therapy, and advanced rehabilitation technology.

Home Exercise Programme

Your physiotherapist will design an individual home exercise programme to maximise your progress. Regular practice is essential for achieving the best possible results. If your exercises are too hard, too easy, or not enjoyable, let us know so we can adjust them.

Progress Monitoring

We will review your progress regularly and adjust your treatment plan accordingly. If you have any questions about your care, please speak to your therapist or contact our Practice Managers.

Your Role in the Process

Communication: Keep open communication with your physiotherapist about your goals, concerns, and any changes in your condition. We also enjoy getting to know you, so feel free to share updates on your life!

Consistency and Active Participation: Attending sessions regularly and following your home exercise programme will help you achieve the best results. Your commitment and effort play a crucial role in your rehabilitation journey.

Feedback: Let us know how treatments and exercises feel so we can modify them as needed. If they are too difficult, too easy, or un motivating, we can make changes to better suit your needs.

make the most of your abilities

Consent

Consent is an ongoing process, and we will always ask for your agreement before proceeding with treatment. You can withdraw consent at any time, and we will fully respect your decision.

Interpreter Services

If English is not your first language, you have the right to an interpreter. We can help arrange a professional interpreter, as they are trained in medical terminology.

Chaperone

If you would like a chaperone present during your appointment, please inform us in advance. We may need to reschedule to ensure availability.

Other Needs & Accessibility

If you require any adaptations or additional support, please inform us before your appointment, and we will do our best to accommodate you.

Payment & Cancellation Policy

Payment

Payment is required at the time of treatment or within 7 days of invoice. Accepted payment methods are BACS transfer, cash, debit card or direct debit. Receipts are available upon request.

We can exercise our statutory right to claim interest (at 8% over the Bank of England base rate) and compensation for debt recovery costs under the Late Payment legislation if we are not paid according to our agreed credit terms.

Cancellation Charge

Less than 24 hours' notice before cancelling or failing to attend your appointment will result in a full appointment charge.

Privacy Notice

We take your privacy seriously. Our GDPR-compliant privacy notice is available on our website.

We look forward to working with you and supporting you on your journey to improved movement, balance, and well-being. If you have any questions, please don't hesitate to contact us.