



RUTH COOIL
PHYSIOTHERAPY

Patient Guide

Welcome

Welcome to Ruth Cooil physiotherapy.

At Ruth Cooil physiotherapy, whether you are young or old, sporty or not, we aim to help you reach your full potential. Everyone is treated as an individual, equitably and in a holistic way.

Ruth Cooil is the lead physiotherapist and has over 25 years of experience. She has an Honours Degree in Physiotherapy and Masters in Orthopaedic Medicine. Ruth is HCPC and CSP registered.

Patient's rights / service standards

Patients are entitled to excellent research based physiotherapy treatment, where you are put at the centre of treatment and rehab decisions. As physiotherapist we are constantly keeping up to date in order to meet the requirements of the Health Care Professional Council (HCPC) and meet the standards set by the Chartered Society of Physiotherapy (CSP). These standards are displayed in the clinic.

Services

Ruth Cooil Physiotherapy offers a wide range of services predominantly treating musculoskeletal and sports injuries in the clinic, at sports venues or in your own home. In addition, we offer bespoke wellbeing days for businesses and pop up physiotherapy clinics. Sporting event cover is something that we excel in either on or off Island.

Treatment may include soft tissue work, exercises, education, electrotherapy, taping. Treatment will follow the National Institute for Clinical Excellence (NICE).

Appointments

Appointments can be provided in the clinic, in your own home or in your sporting environment. We aim to return all calls, emails and messages within 24Hrs and offer an appointment within 2 weeks. At your first appointment you will be asked to sign a document which covers GDPR and consent to treatment.

Payment

Payment is by cash, cheque or bank transfer. Payment is required within 24Hrs of receiving treatment. Cancellations within 24Hrs of your appointment will be charged.

Feedback and complaints

Feedback from patients is always welcomed and a feedback questionnaire is available in the reception area. At Ruth Cooil Physiotherapy we aim to provide an excellent service however if we do not meet your expectations and you feel there is some way the service can improve then please inform us. If required any complaints can be sent in writing to ruth@ruthcooilphysiotherapy.com or a postal address can be provided on request.

If a complaint cannot be resolved, then patients can refer their complaint to the HCPC directly.

Privacy, dignity and confidentiality

In line with the CSP standards your privacy and dignity will always be respected at Ruth Cooil Physiotherapy. There are separate changing rooms if required and advice regarding what to wear is available on the website. No information / discussions will be shared with any other party without the consent of the patient.

Information security

All information is held securely and password protected. For more information, please request a copy of the clinics information and security policy.

Infection, prevention and control

High standards of hygiene are maintained in the clinic. Cleaning regimes are in place and Government guidelines are followed in relation to pandemics.

Clinic location and access

The clinic is located at the Isle of Man Institute of Sport to the left of the Outdoor reception for the athletics track and hockey pitches at the NSC. Parking is available behind the Quaterbridge Pub. If you require disabled parking then the raceway gates can be opened by ringing the number on the blue barrier.

Contact details

Ruthcooilphysiotherapy.com

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We can also be found on Twitter, Facebook, Instagram and LinkedIn

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