



RUTH COOIL
PHYSIOTHERAPY
& HEALTHCARE SERVICES

Patient Guide

Welcome

Welcome to Ruth Cooil physiotherapy and healthcare services

At Ruth Cooil physiotherapy and healthcare services, 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. We aim to see patients within 3 weeks of initial referral.

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.

Ruth is surrounded by a high quality team including specialist physiotherapists, sports masseurs, sports nutritionist, Specialist Orthopaedic Doctor, occupational therapists and weight loss physician all with appropriate registration and qualifications.

Patient's rights / service standards

Patients are entitled to excellent research based treatment, where you are put at the centre of treatment and rehab decisions. As clinicians we are constantly keeping up to date in order to meet the requirements and standards of the Health Care Professional Council (HCPC) and other relevant governing bodies. These standards are displayed in the clinic. Your treatment options will be explained to you and you will be at the heart of any decision making process regarding your treatment plan.

Services

Physiotherapy

Ruth Cooil Physiotherapy and healthcare services offers a wide range of services predominantly treating musculoskeletal, post op orthopaedic conditions 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.

Experienced therapists are on hand for more specialist rehab e.g. hand therapy, Children's therapy, rheumatology, orthopaedics, stroke rehab and elderly care.

Treatment may include soft tissue work, exercises, education, electrotherapy, taping, mobility work and functional rehab. Treatment will follow the National Institute for Clinical Excellence Nice.

Sports massage

Sports massage is provided by a fully qualified masseur and can aid recovery from injury or sporting activity or help in injury prevention as part of a regular program

Specialist orthopaedic doctor

The orthopaedic specialist doctor can provide assessments, refer for further investigations, review results, inject and refer on if needed for surgical intervention

Weight loss physician

The weight loss Dr is registered / licenced to prescribe the new weight loss drugs and help manage your weight loss journey (virtual appointments only)

Sports Nutritionist and dietician

The dietician in the team is highly skilled in sports nutrition, providing an array of advice from pre event, during and post event fuelling

Occupational Therapy

We have 2 occupational therapists, one who specialises in equipment provision and the other who is a mental health and wellbeing OT

UK links

We link with the Spire hospital in Liverpool and other consultants across the North West. Mr Ridha can refer to these consultants for advice and surgical intervention. Several consultants travel to the Island to hold clinics at our premises

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 withing 24Hrs and offer an appointment within 2 weeks. At your first appointment you will 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 clinic. Feedback and testimonials can also be provided on the website. At Ruth Cooil Physiotherapy and healthcare services 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 **or** appropriate governing body directly.

Privacy, dignity and confidentiality

In line with the professional standards your privacy and dignity will always be respected at Ruth Cooil Physiotherapy and healthcare services. There are separate changing area (disabled access toilet) 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 Tromode Industrial Est:- Ruth Cooil Physiotherapy and Healthcare services, Premiere House, Carr's Lane, Tromode, IM44QB. To find us, travel down Jonny Wattersons lane, at the bottom turn right in to the industrial Estate. We are the first building on the left. Plenty of car parking, disabled access and a lift to the first floor where you will find us.

Contact details

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ruth@ruthcooilphysiotherapy.com

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