

Hydrotherapy-Group classes

This leaflet is for patients wanting to continue their hydrotherapy programmes at Poole Hospital once they have been discharged.

If you do not have a programme, you will need to attend one to one session(s) to be set a programme.

Why are we offering these classes?

Many patients who attend NHS hydrotherapy sessions like the option to continue their prescribed exercise programme in the Poole Hospital pool once their NHS sessions have finished. This can be continued in a local public/hotel pool but some patients find this challenging because:

- These other facilities do not offer the temperature of a heated hydrotherapy pool
- Public pools are much busier
- Access to the pools is not as easy

There is no expectation that patients must continue their hydrotherapy sessions at Poole Hospital.

How warm is the pool?

The pool we use at Poole Hospital is between 32°C and 35°C

Who are Private Health UHD?

Private Health UHD are a Private arm of the University Hospitals Dorset. All staff are employed by the NHS, but provide a private service where income generated is reinvested back into NHS services.

How does it work?

We would like to offer a group session of 30 minutes for up to 4 patients at time. They can use the hydrotherapy pool to be able to complete their previously set exercise programmes. Initially this will be on a Thursday afternoon. These will be mixed male and female groups with a variety of different problems.

When and where do the hydrotherapy sessions run?

Poole Hospital has a purpose built hydrotherapy pool that Private Health have exclusive use of on Thursday afternoons between 1pm and 4pm. The hydrotherapy pool is in the Physiotherapy department at Poole Hospital in the Pink Zone Level -1.

Will I need to pay?

You will need to pay to attend. It costs £12 per session. You will need to pay by card (but we do not accept American Express) when you attend – we are **unable to accept cash**. You will, however, need to contact us in advance to book a space and a timeslot

for the session. You can book several weeks in advance. We would like to offer a block booking deal for 6 sessions of £65, if you plan on attending regularly.

How do I book a space on the class?

To book a space(s) on the class, please email us on uhd.privatehealth@nhs.net. To book on the class, we will need your name and hospital number or date of birth. If you would like a call back, please also include your telephone number.

You must contact us to book on the class, as there may not be space if you just turn up.

What if I need to cancel?

Please give us as much notice as possible if you cancel to allow us to fill the space. Please email uhd.privatehealth@nhs.net.

If you do not give us at least 24 hours notice or do not turn up for your slot at all, you will still be required to pay for that missed class. You will be asked to pay for that class when you book any further slots. You will not be able to book any additional classes if you do not pay for a missed class.

You will be asked to sign a form to make sure you understand these obligations.

If you book a block of 6 sessions, you are booking 6 consecutive classes. If you do not attend one of these classes, we will be unable to offer you a refund. However, if you cancel a class with at least 24 hours notice, we are happy to roll a maximum of 1 session forward to the end of the block.

What if the session gets cancelled by the hospital?

Regularly during the day, the water quality in the pool is tested. If it does not meet the required standard, we have no option to close the pool until the water quality comes back to the expected standard. If this happens and have to cancel your session, you will have the option to be refunded or we will rebook onto the next suitable class (this will not affect the rollover of sessions if you have booked a block of classes). We will aim to give you as much notice as possible if this happens.

Are there any reasons I would need to cancel my appointment?

If you are unwell then please cancel and rebook. You must be at least 48 hours clear of any diarrhoea or vomiting to attend a hydrotherapy session, as there is a very high risk of spreading this to staff and other patients.

If you have a significant medical issue after your first session, please consider whether you need to cancel. If you are unsure whether you should attend please contact the team to check. We are particularly concerned with any acute heart problems, skin problems or new wounds.

What is the money used for?

Private Health UHD is part of the Poole and Bournemouth Healthcare Trust Charity. All money and fees generated from the hydrotherapy sessions will be reinvested into University Hospitals Dorset. Some money goes towards our charity fund and the rest will be provided to physiotherapy services. This money will be used to benefit all users of the pool, and initially is likely to be used to re-floor the hydrotherapy poolside and update the changing facilities.

What should I bring?

You need to arrive and be changed in your swimming attire for the start of your appointment, so we recommend arriving 10-15 minutes before your appointment time.

1. Appropriate swimwear should be worn and indoor only footwear brought to the appointment such as slip on shoes, please also bring a towel. No flipflops please.
2. If you require any medication e.g. inhaler, please bring these with you. We would recommend you take your normal pain relief as it has been prescribed.
3. Please bring a bottle of water.
4. Please ensure you have eaten before the class.

Contact details

Email address: uhd.privatehealth@nhs.net

Telephone number for Private Health UHD: 0300 019 4992