

## Hydrotherapy 1 to 1 sessions

### **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.

### **What is hydrotherapy?**

Hydrotherapy is the therapeutic use of warm water which can help reduce pain, improve circulation, relieve muscle tension, and promote relaxation. For individuals with conditions such as arthritis, chronic pain, sports injuries, or mobility challenges, hydrotherapy can support recovery and enhance overall well-being. It can also be a useful rehabilitation tool following an acute injury or surgery to supplement land-based therapy. Hydrotherapy is a gentle yet effective treatment that harnesses the natural properties of water to support physical and mental healing.

Private Health is offering physiotherapist led hydrotherapy sessions. These are one to one sessions which means it is one therapist in the pool with one patient.

### **How warm is the pool?**

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

### **Can everyone do hydrotherapy?**

The majority of patients are suitable for hydrotherapy. There are a few exceptions- the following patients would **not** be appropriate for hydrotherapy:

- Anyone over the weight of 25 stone (158kg). Over this weight we do not have the ability to evacuate a patient from the pool in the event of an emergency.
- Patients who are medically unstable particularly from a cardiovascular point of view due to the effects of warm water immersion. Please speak to the team if you are unsure whether this would affect you.
- Patients with a chlorine allergy.
- Patients with skin or wound infections.
- There are a number of other conditions with which we may need to take care, but we will check all of these at the first appointment.

### **How do you get into the pool?**

For the majority of people there are steps with a rail to access the pool. There is also a hoist that can be used if the steps are not possible.

### **Who is hydrotherapy for?**

There are a number of people who would benefit from hydrotherapy including patients who are:

- Recovering from musculoskeletal injuries
- Suffering from back or joint pain
- Recovering from surgery including those who are unable to put all their weight through a limb
- Affected by arthritis
- Struggling to exercise on land
- In acute or chronic pain

Hydrotherapy can be offered in isolation or can also supplement land based physiotherapy.

### **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. The hydrotherapy pool is in the Physiotherapy department at Poole Hospital in the Pink Zone Level -1.

### **How much does it cost?**

All new patients need an initial consultation. This is to ask questions about your problem, check your medical history, check that patients are suitable and to complete the screening forms. This can be undertaken over the phone or video call and will take 30 minutes. This needs to be completed before a hydrotherapy session can be booked. This appointment ensures that when you arrive for the hydrotherapy session, you can maximise the time in the water.

Initial telephone or video consultation (30 minutes) - £40

Hydrotherapy session (30 minutes) - £50

We would like to offer patients the opportunity to block book 6 sessions, which would offer a slight discount.

6 sessions of hydrotherapy - £280

### **How do I book a session?**

To book an appointment or hydrotherapy session, please email [uhd.privatehealth@nhs.net](mailto:uhd.privatehealth@nhs.net) Please send your phone number so we can call you to arrange. You must pay for the first initial appointment beforehand. You can pay over the phone by card. (We do not accept American Express). To book, we will need your name and hospital number or date of birth.

To book any follow up hydrotherapy sessions please email us to book. You will be able to pay for sessions when you attend. We will have the ability to take card payments at Poole Hospital. We are **unable to take cash**. You can book several weeks in advance. **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](mailto:uhd.privatehealth@nhs.net).

#### For the initial consultation,

If you cancel with more than 24 hours notice we will refund the fee. You could also roll this payment forward and book in the next available slot. If you cancel on the day, unfortunately we will be unable to refund that session.

#### For any follow up hydrotherapy sessions

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 session. You will be asked to pay for that class when you book any further slots. You will not be able to book any additional appointments if you do not pay for a missed appointment.

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.

**If you do not turn up for your booked hydrotherapy session you will NOT be entitled to a refund.**

### **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 bring a towel and a drink. 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](mailto:uhd.privatehealth@nhs.net)

Telephone number for Private Health UHD: 0300 019 4992