

# Neck and back physiotherapy at Queen Mary's Hospital

## Thank you for choosing Queen Mary's physiotherapy for the treatment of your neck and / or back pain under the new AQP scheme. What is the AQP scheme?

AQP stands for Any Qualified Provider, a government scheme for people with certain conditions such as neck and back pain, which means they can choose from a list of different providers where to have their treatment.

AQP providers may be based in a hospital, a GP practice or on the high street and must meet NHS standards and local government requirements. Providers must encourage every patient to take responsibility for their own health and wellbeing, so you will be given advice and information throughout your treatment on how you can help manage your own symptoms.

You will normally have four physiotherapy sessions under the AQP scheme - an initial assessment followed by three treatment sessions.

## What types of neck or back conditions does the scheme cover?

The AQP scheme aims to see patients with back and / or neck pain with or without symptoms in their limbs, including:

- whiplash associated disorders
- stiffness and restricted movement
- arthritis
- headaches, arising from the neck
- postural related spinal pain
- non-specific neck or back pain
- simple neck or backache
- neck or back strain, sprain or spasm.

If on your initial assessment your back and / or neck pain condition does not fit the AQP scheme criteria, don't worry. We will arrange with your GP for you to access our services and receive the treatment you need outside this scheme.

## What can I expect from my physiotherapy?

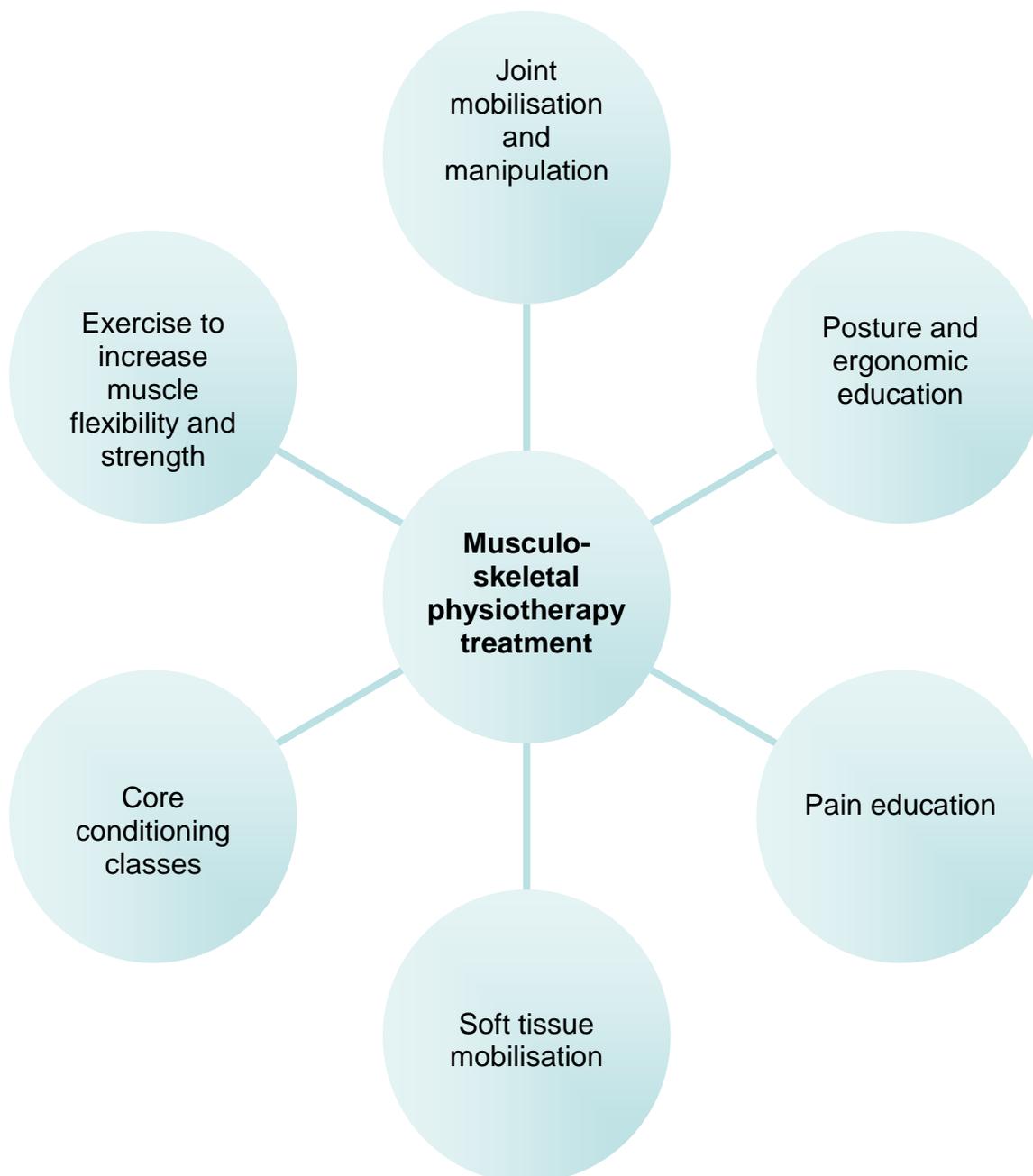
On your first visit you will be asked questions about your symptoms and any relevant medical history.

Your therapist will then examine you so you can set goals together and make a rehabilitation plan.

The plan will give an idea of the number of treatments you are likely to need, how often these will be and outline the exercises you need to do at home and / or work.

**These exercises are a vital part of successful rehabilitation.**

## What treatment can I have?



## What happens if I don't come for my appointment?

Unattended appointments cost time and money. Not attending an appointment also means other patients have to wait longer for their appointment. If you do not inform us one week in advance that you are unable to make an appointment and you fail to attend, we will discharge you from our service. Your GP will be informed of any missed appointments if no notice is given to the service.

If you no longer need treatment or can't attend an appointment please contact us on 020 8487 6022 or email [WACCG.physiotherapyoutpatients@nhs.net](mailto:WACCG.physiotherapyoutpatients@nhs.net)

## Useful sources of information

More information and advice leaflets are available on our website:

<https://www.stgeorges.nhs.uk/service/physiotherapy-outpatient/>

## Contact us

If you have any questions or concerns about physiotherapy under the AQP at Queen Mary's Hospital, please contact us on 020 8487 6022 (Monday to Friday, 9am to 4pm), or by email:

[WACCG.physiotherapyoutpatients@nhs.net](mailto:WACCG.physiotherapyoutpatients@nhs.net)

We are also on Twitter: @QMHMSKphysio

We are always trying to improve our service so please provide feedback either by email:

[WACCG.physiotherapyoutpatients@nhs.net](mailto:WACCG.physiotherapyoutpatients@nhs.net)

or post: Outpatient Physiotherapy, Lower ground floor,  
Queen Mary's Hospital, Roehampton Lane, SW15 5PN

If you would like to complain, in the first instance try and talk to your therapist or ask to speak to a more senior staff member about any concerns you may have.

**For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)**

## Additional services

### Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough Wing (near the lift foyer).

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)

### NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

**Web:** [www.nhs.uk](http://www.nhs.uk)

### NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**Tel:** 111



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