

Hydrotherapy Evening Pool Group

Patient Information Leaflet

What is Hydrotherapy?

Hydrotherapy involves exercise in water which is maintained between 34 and 36 degrees Celsius (°C).

How long does each evening session last?

Each evening hydrotherapy session lasts 30 minutes.

What do I need to bring / wear?

Please bring a towel and swimming costume. You may wear close fitting Lycra tops/bottoms if necessary, but please check their suitability with your therapist before your appointment. Natural fibres block our pool filters and you will be unable to use the pool if you have inappropriate clothing with you.

Can I have assistance in the evening?

You need to dress and get yourself ready without assistance. There are assistants poolside who may assist with socks etc. The purpose of the evening sessions is to continue with your exercises given from the day sessions. A Physiotherapist may be available for general advice only.

How many times can I come?

You can come as often or as little as you feel you need. If you do not come for more than 3 months, or you stop due to serious illness and want to return, we may ask for a doctor's letter to let us know you are fit to attend. **Please note: It is your responsibility to notify us of any changes in medication or to your general health.**

What days and times are you open?

Hydrotherapy sessions take place weekly on the following days/times*:

Monday: 5:00pm, 5:30pm, 6:00pm,

Tuesday: 5:00pm, 5:30pm, 6:00pm, 6:30pm,

Wednesday: Ladies Only Sessions 5:00pm, 5:30pm

Thursday: 5:00pm, 5:30pm, 6:00pm,

* Please note, this service is not provided on bank holidays. The pool is closed over the Christmas and New Year period.

The pool is routinely shut for 2 weeks once a year for regular maintenance. Advance notice of this closure will be given.

How much does it cost?

Individually booked sessions cost £6.50 each.

Patients are able to block-book five sessions and get the sixth free for £32.50 (£5.42 per session) this must be fully paid in advance of block. Blocks of sessions must be used within six weeks.

Is there a cancellation fee / charge?

A 48 hour cancellation policy applies to any individually booked session. If you cancel more than 48 hours before your booking, there is no charge. If you cancel within the 48 hour period, there is a charge of £6.50.

We understand there will be occasions where extenuating circumstances prevent this notification; these cases will be reviewed on a case by case basis. Any sessions which are cancelled by the service because of pool maintenance issues will be rearranged at no extra cost.

When and how do I pay for Hydrotherapy?

We will require payment for each session in advance and no later than 48 hrs before the session, otherwise the slot may be offered to another patient. Unfortunately, therapist staff will not be able to accept payments when you arrive for a session. Patients will only be able to attend evening pool if their advance payment has been confirmed.

If paying by cash:

- Cash can only be accepted and handled at the cashier's office, located in the Grosvenor wing entrance of the hospital. On payment, you will be given a receipt of purchase. To book your hydrotherapy session(s), please attend in person with your receipt during the evening pool service times, which are:
5pm to 7pm - Mondays, Tuesdays and Thursdays
5pm to 6pm - Wednesdays

If paying by Debit or Credit card:

- Payment can be taken over the phone (0208 7253018) or in person with the Evening Pool Hydrotherapy Team during evening pool service times (as detailed above).

Contact Details

Hydrotherapy Enquiries: 0208 725 3018