

Directions to Clifton Hand Clinic at SPIRE Hospital Bristol

The Glen, Redland Hill, Durdham Down, Bristol, BS6 6UT

Spire Bristol Hospital is approximately two miles from the centre of Bristol in the Clifton/Redland area of the city. The hospital can be accessed by either the M4 or M5 motorways or by Temple Meads or Parkway train stations.

From M5 junction 17

Follow the A4018 for Bristol West, Clifton and Bristol Zoo for approximately four miles. With the Downs and water tower on the right, you will come to a roundabout on this road. Take the left hand turn into Redland Hill and immediately turn left into Spire Bristol Hospital.

From M4 junction 19

Follow the M32 leading into Bristol. Take the M32 into the city centre and then follow the signs for Clifton and the A4018. At the top of Whiteladies Road, bear right for Redland to find the hospital.

By air or train

Use Bristol airport. Take the train to either Bristol Parkway or Bristol Temple Meads stations. Bristol Parkway station is approximately four miles from Spire Bristol Hospital (20-30 minutes by taxi) on the outskirts of Bristol. Temple Meads station is close to the city centre and only 10-15 minutes from Spire Bristol Hospital by taxi.

If you need further help to find the hospital, call Spire on 0117 980 4000

**Clifton Hand Clinic
Bristol
UK**

cliftonhandclinic@physiofirst.org.uk

Revised Nov 2009
For rev Nov 2010

Clifton Hand Clinic

**Mrs M J Downs-Wheeler MCSP MSc
Chartered Physiotherapist**

Information for patients

Travel Enquires to:
SPIRE Hospital
0117 980 4000

Otherwise please contact
cliftonhandclinic@physiofirst.org.uk

General

The following information is to help you understand what to expect when you attend Clifton Hand Clinic. Consultations take place at the Wallace Wing Consulting Rooms, SPIRE Hospital, Bristol. Patient parking is available.

Items to bring to your consultation

Please bring a list of

- any medical problems (including previous operations or injuries or any treatment you are receiving from your General Practitioner)
- medication you are currently taking
- allergies

Appropriate clothing is necessary which will allow the exposure of your affected arm.

Initial Consultation

The assessment will include:

- your medical history
- an examination of your hand, arm and possibly your neck.
- a discussion about the assessment findings
- treatment options

If appropriate, a treatment programme will be formed and may start at consultation. This appointment will take approximately 30-60 minutes.

Consent

Physiotherapy practice requires your consent for all assessment and treatments. You may withdraw consent at any time during assessment or treatment.

Reception and Waiting room

What to expect when you arrive

- The receptionist will confirm your details when you arrive. Please indicate to the receptionist your preferred name and any preferences or disabilities.
- There is a waiting area for you and those who accompany you.
- Beverages are available.
- The receptionist will keep you informed if the clinic is overrunning
- Please be aware clinic overrun due to clinical urgency in the practice may occur

Appointments

Where possible appointments will be offered at times which are convenient to you. Whilst undergoing a course of treatment you might wish to avoid booking holidays or other commitments that interfere with your treatment.

Cancellation of appointments

Cancellations are occasionally required at short notice. Keeping us updated with your telephone numbers and Email address allow us to give you as much warning as possible.

If you wish to cancel or change your appointment, please give a minimum of 48hrs notice, by Email, to avoid charges to your account.

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Late arrival or missed appointments

Please keep us updated if you are delayed and we will try to accommodate you, if possible.

SPIRE Hospital:0117 980 4000

If you arrive late and miss the appointment, your account will be charged in full.

Waiting times

All patients are allocated clinic time appropriate for their problem. Unexpected health problems, emergencies or complications can occur and these are treated promptly. We aim to keep your wait time to a minimum in these circumstances.

Access

There are lifts or stair access throughout this purpose built hospital.

Accounts

An account will be sent monthly, direct to the patient, parent or guardian.

If you choose to use medical insurance, you should identify that your policy will fully cover your account prior to having treatment.

Some insurance companies allow you to pass the account direct to them for payment. You should ensure your account will be settled by your insurance company within two weeks of presentation to the patient.

How might we help you?

We welcome any suggestions you may have to improve the service provided.