

## You can expect:

- † to have any telephone queries dealt with promptly and efficiently
- † to be introduced to your Physiotherapist
- † to be addressed by the name you choose
- † to be treated with respect and dignity
- † to be fully informed of your condition
- † to be fully involved in the formation of your treatment plan
- † to be seen in a timely manner
- † to be treated politely and courteously
- † to have flexibility when booking appointments
- † us to manage your information in accordance with the Data Protection Act 1998
- † high standards of hygiene and cleanliness

## And to help us do this we expect:

- † to be treated with dignity and respect
- † you to arrive on time for your appointment
- † you to try and let us know at least 48 hours before if you are unable to attend your appointment
- † you to actively participate in your treatment regime so that you get the most from your therapy

## Please let us know if we have not met your expectations

by email at [info@ahpsuffolk-cic.nhs.uk](mailto:info@ahpsuffolk-cic.nhs.uk)

or by [telephoning 01379 873779](tel:01379873779) and asking to speak to a member of the senior management team.

