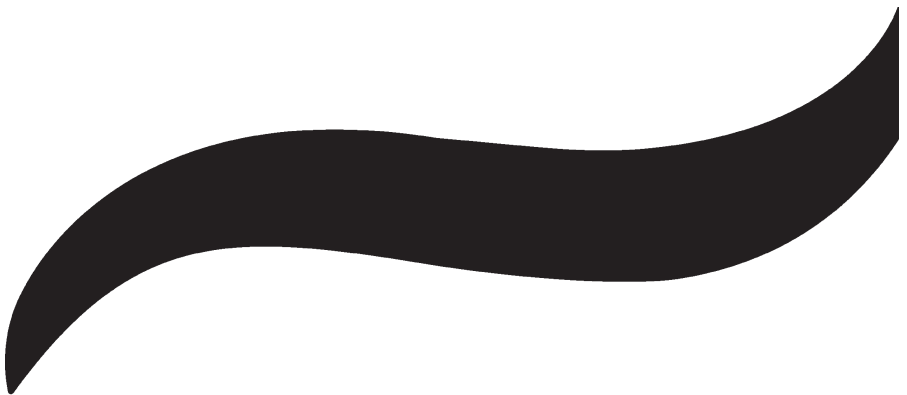




Hand Therapy Service

Information for patients
Occupational Therapy



WHAT IS HAND THERAPY?

Hand Therapy provides specialist Occupational Therapy for patients with injuries or conditions affecting their hand. Treatment is individually tailored to the patients' needs and designed to improve movements, strength and function.

WHAT TO EXPECT

Your first appointment can last up to 60 minutes. You will be treated by a registered Occupational Therapist who is experienced in the treatment of hand conditions.

You will be asked to give your consent to assessment and treatment, but you can withdraw this at any time. Everything you tell us will be treated as confidential and will only be shared with other agencies with your agreement. After your assessment we will agree goals and a treatment plan with you. We can offer advice on how you can manage your problem yourself. When your treatment ends we will send a discharge letter to your doctor.

CHANGING YOUR APPOINTMENT

To cancel or change your appointment, please telephone the number on your appointment letter with as much notice as possible. This will allow us to offer your appointment time to another patient and make best use of our service.

OUR FAILURE TO ATTEND POLICY

If you fail to attend your appointment without timely notification you will be discharged from the service in accordance with organisational policy. If you cancel your appointment on a repeated basis (three times or more) you will be discharged.

WHAT TO BRING WITH YOU

- ❖ Your appointment letter
- ❖ A note of all medicines you are taking
- ❖ Any splints you have been given for your condition

HOW CAN I GET THE MOST OUT OF MY TREATMENT?

Please ask if there is anything you don't understand. We are keen to help you to understand your condition/injury to help you make the best possible recovery. If you have difficulty following any agreed advice/exercises please discuss this with your therapist.

STUDENT TEACHING

An important part of our work is teaching and training students. You have the right to decide whether or not you wish to take part in student teaching. We will always ask your permission.

HELP WITH SPECIFIC NEEDS

If you have any sight, hearing problems, need an interpreter or have any specific needs, please let us know before you attend your appointment by contacting the number on your appointment letter.

TRANSPORT AND PARKING

Please allow plenty of time for parking, as spaces are limited. Disabled parking spaces are available.

Full details of bus/train services can be obtained from Traveline
Telephone: 0871 200 2233.

YOUR FEEDBACK IS IMPORTANT TO US

Your Hand Therapist is firmly committed to providing the best possible treatment and care for you. We are keen to improve what we do by listening to what you and your relatives tell us.

We would therefore welcome your comments on what you think we did well and where we could do better. Please feel free to speak to your Occupational Therapist or Lead Occupational Therapist for the service or visit the 'Your feedback' section of the NHS Lanarkshire website.

Comments can also be given on feedback forms which are located outside the hand therapy treatment room.

WHERE IS THE HAND THERAPY DEPARTMENT

There is access via Physiotherapy. However, due to the door entry system it may be easier to access as shown on the map on page seven.

USEFUL CONTACT NUMBERS

Working Health Services:

Providing free confidential advice and health support for people working in small to medium companies.

Telephone: 0800 0192211

Well - Connected:

Making easier access to local opportunities to improve your mental health and well-being in North Lanarkshire.

Freephone: 0800 0730918

Making life easier:

An online service offering advice, information and direct access to simple pieces of equipment and adaptations for people living in North Lanarkshire.

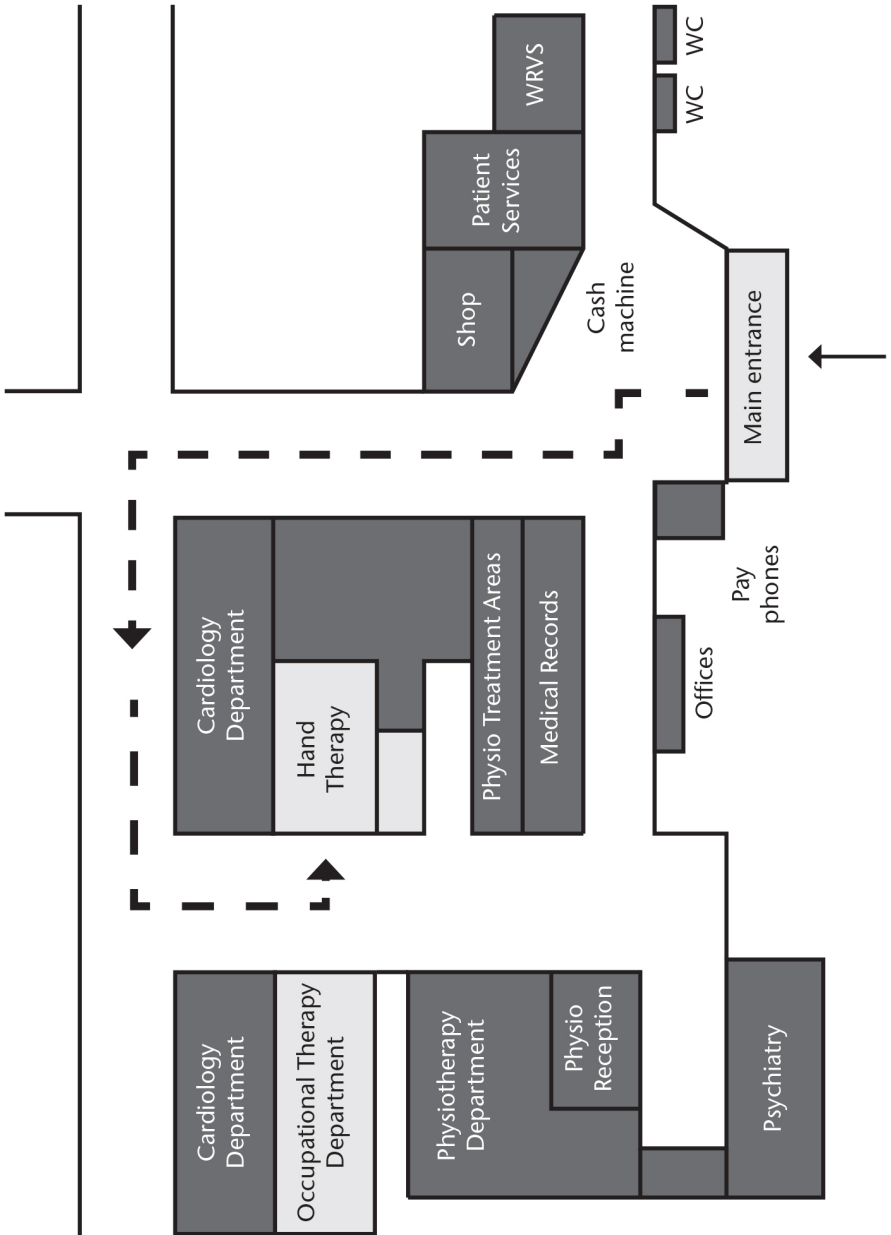
www.northlanarkshire.gov.uk/makinglifeeasier

Or contact the Disability Information Officers:

Telephone: 01698 274418

Mobile: 07939283323

DIRECTIONS TO HAND THERAPY DEPARTMENT



CONFIDENTIALITY AND THE USE OF PATIENT INFORMATION

NHS Lanarkshire take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at www.nhslanarkshire.scot.nhs.uk or ask a member of staff for a copy of our Data Protection Notice.

NHS Lanarkshire - for local services and the latest health news visit www.nhslanarkshire.scot.nhs.uk
NHS Lanarkshire General
Enquiry Line: 0300 30 30 243

NHS inform - The national health information service for Scotland.
www.nhsinform.co.uk
Tel No: 0800 22 44 88

University Hospital Monklands
Occupational Therapy department
Monkscourt Avenue
Airdrie ML6 0JS
Telephone: 01698 752088

If you need this information in another language or format, please contact the NHS Lanarkshire General Enquiry Line on 0300 3030 243 or e-mail info@lanarkshire.scot.nhs.uk



www.careopinion.org.uk

Pub. date:	January 2022
Review date:	January 2024
Issue No:	01
Department:	Occ Therapy
Clinical lead:	

PIL.HNDTHP.62061.M.
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