



Willis Street Physiotherapy

# Client Information Guide

**Wellington  
Sports Med**



## **The Physio Spot**

Victoria University  
Kelburn Campus  
Room 203, 14 Waiteata Road  
(Next to the Rec Centre)

04 384 8313

[info@willisstreetphysiotherapy.co.nz](mailto:info@willisstreetphysiotherapy.co.nz)



Working together -  
Te mahi tahi

# NAU MAI HAERE MAI

## WELCOME TO WILLIS STREET PHYSIOTHERAPY

@ VICTORIA UNIVERSITY (ROOM 203, 14 WAITEATA ROAD)

Within this guide you will find useful information about our clinic and the service that we deliver. We encourage you to visit our website ([www.willisstreetphysiotherapy.co.nz](http://www.willisstreetphysiotherapy.co.nz)) for further information about our clinicians and all the services we offer.

Our website is continually updated, and we invite you to subscribe to our e-newsletters enabling you to remain current with what is going on in our clinics.

We have two Facebook pages so you can 'like' one or all depending on where your interest lies.

- [WSM Group | Physio, Sports Medicine & Rehabilitation Wellington](#) is our main clinic page.
- [The Physio Spot | Wellington | Facebook](#) is our social enterprise

Ask your physio for a business card; the cards have our web address, and you will find links on our homepage to all our other sites / pages.

### **We also have clinics at the following locations:**

- Willis Street Physiotherapy
- Victoria University Kelburn Campus
- Five Rivers Medical Centre Greytown
- Healthfit Collective Wellington
- Wellington College
- Royal New Zealand Police College
- And our sister clinic at **Wellington Sports Med**

More information on our clinics can be found at [Find a Clinic | WSM Group Wellington & Greytown](#)

## OUR PHILOSOPHY

We are a team of dedicated physiotherapists that provide a comprehensive service enabling thorough assessment and treatments to enhance your return to function, sport, and work. We do this by using a range of treatment techniques to promote healing, increase strength, mobility, and function. We will also give you advice to manage your pain so you can achieve optimal health and wellbeing.

Our approach is to assess and to work with you, and your whānau as appropriate, to provide an appropriate treatment plan that is both specific and achievable for your needs.

Our vision is to be a leader in providing equitable, accessible, and deliverable physiotherapy services in the Wellington region. Our goal is to develop and provide a unique and innovative service that ensures all clients get the best possible assessment, treatment, and customer experience.

## CLINIC INFORMATION

**Clinic hours of operation:** Tuesday (morning) and Thursday (full day).

If you need urgent medical assistance out of hours, telephone your GP surgery who will advise you of your nearest emergency medical clinic.

## SERVICE OVERVIEW

This clinic currently runs once a week on a Tuesday. The clinic is located within the Occupational Health Department at Victoria University. The service is open to all members of the community, but is mostly utilized by students and staff at Victoria University.

## SITES WITH NO ADMINISTRATION

This site is a satellite clinic, therefore there is no reception present. When you arrive for your appointment just take a seat in the waiting area and your physiotherapist will come out and greet you for your appointment.

There is no EFTPOS facility at this site for payment. Our administration team will send you an invoice to be paid online. Alternatively, you may pay via EFTPOS at our Central City clinic on Willis Street.

## FEES AND METHODS OF PAYMENT

All of our fees are outlined on our [website](#). If you have any questions about the fees, please speak to our administration team.

Willis Street Physiotherapy has a 'pay as you go' policy and payment will be expected at the end of each session. We accept cash, cheque, Eftpos, Mastercard, and Visa.

## DISABLED ACCESS

There are two mobility car parks very near the clinic, however this clinic has a small step to enter the building, which may cause difficulty for wheelchair access. Please give reception a call for an alternative clinic location or help accessing the building **0800 842 749**.

## TOILET ACCESS

The nearest bathroom with disability access is located in the Recreation Centre (building next door) on level 4 which has both a toilet and a shower.

## EVACUATION

In case of emergencies the building alarm will sound. Make your way to the evacuation meeting point at Gate 3 Access Road behind the library as instructed by the building warden, Trish Knight. There is a fire hose at the top of the staircase and a break glass fire alarm by the front door to the building.

## MEDICAL INFORMATION:

### MEDICAL CONDITIONS

Please inform your physiotherapist if you have any health issues or take any medications. Some treatments are considered hazardous if you have certain medical conditions. Please inform your physiotherapist if any of the following applies to you: Pacemaker, Artificial implants, Diabetes, high blood pressure, hearing aid, pregnancy, HIV, Hepatitis, allergies or allergic reactions, recent fractures, corticosteroids, anticoagulants, recent surgery, bone disease.

### PREGNANCY

Pregnancy involves vast changes in a women's body which can affect the assessment and treatment that is recommended for you. Please always discuss your pregnancy with your physiotherapist as there are considerations for the various stages of pregnancy. Your physiotherapist will consider and discuss their recommendations and ensure that the benefits of the treatment outweighs any possible side effects.

## YOUR RIGHTS:

### HEALTH AND DISABILITY COMMISSIONER CODE OF RIGHTS

When you use a health or disability service in New Zealand, you have the protection of a code of rights. The code can be located [here](#) and we also have paper copies available at the clinic

### INFORMED CONSENT

We have a consent policy which is followed by all our staff. Ahead of your appointment, we will ask you to complete our consent form. If you have any problems completing this or have any questions, please let us know.

During your consultation, your physiotherapist will fully inform you of their findings as well as the assessment and treatment that they recommend. If at any time you have any questions or do not feel that they have fully explained their recommendations to you, please let them know. You have the right to decline treatment and to discuss alternative options with your physiotherapist.

### WHĀNAU

Some clients may wish their whānau to be present at the session and we have large rooms available to accommodate this. Please contact the clinic ahead of your appointment to let us know if you will be bringing your whānau and we will arrange a suitable room. We may recommend you change your appointment to our central city clinic where larger rooms are available to allow whanau members to sit in on the appointment.

## GOWNS AND DRAPING

We believe you should always feel comfortable during your appointment. We encourage you to bring along your own shorts and a singlet top. These garments allow us to see the parts of your body that need to be assessed and treated, without making you feel exposed. We do have shorts available for you to wear if you are not able to bring your own with you, as well as towels for draping over you.

There may be times when the physiotherapist needs to access areas that are difficult to drape. Please inform your physiotherapist if you feel uncomfortable and to provide another option. You always have the right to say no and decline treatment.

## INTERPRETERS

As a client you have the right to have an interpreter. Please ask the receptionist or a staff member for more information.

## CHAPERONE / SUPPORT PERSON

You have the right to request the presence of a chaperone/s during assessment and treatment. If you have a support person in mind, please let the receptionist know prior to your appointment and we will do our best to accommodate this.

Please note that the physiotherapist has the right to decline a chaperone being present if they feel that safety may be compromised, or another consumer's rights may be unreasonably infringed.

## SUGGESTIONS AND COMPLAINTS

Willis Street Physiotherapy Limited appreciates that you are our client. As part of our continuing service improvement we invite you to provide feedback and make suggestions. This can be in many forms including via email to [info@willisstreetphysiotherapy.co.nz](mailto:info@willisstreetphysiotherapy.co.nz) or if you wish to email the managing director you can contact Amy Black, email: [amy@willisstreetphysiotherapy.co.nz](mailto:amy@willisstreetphysiotherapy.co.nz)

If you are unhappy with any part of the service, it is your right to report a complaint and we will endeavour to deal with it in a professional, sensitive and timely manner. Complaints about the assessment and/or treatment provided will be investigated by our clinical director, with the involvement of the Physiotherapy New Zealand Society if deemed necessary.

If you do not feel we have been able to resolve your complaint to your satisfaction you can escalate to the Health and Disability Commissioner. We will give you full details of how to do this if the complaint reaches this stage. Leaflets outlining your rights are available for you to take away and the code of rights is displayed in the reception area.

## SECOND OPINIONS

When you are accessing a health service, you always have the right to a second opinion.

If you are dissatisfied with the diagnosis given by your physiotherapist or are unhappy with the assessment and /or treatment you can ask for another opinion. You and your physiotherapist will discuss whether a different physiotherapist or a referral to a specialist is the best option.

With complex cases, the physiotherapists may ask each other for a quick second opinion within the appointment, as we have physiotherapists with extensive knowledge in various clinical areas. These discussions usually take no more than 5 minutes. We appreciate your patience if your physiotherapist is called away or running late because of their urgent support being needed.

In some circumstances your physiotherapist may feel it is appropriate for you to be seen by a colleague. If this is so, they will recommend you make an appointment with that physiotherapist. This will be an extended (40 minute) appointment, giving the physiotherapist time to thoroughly review your history, assessment findings and treatment to date. You will only be charged a normal follow-up fee for the extended appointment.

## CONTACT US

If you have any questions or concerns, please contact us and we will be happy to help.

Ngā manaakitanga,  
The team at Willis Street Physiotherapy and The Physio Spot.

