

Welcome to CPC

We know it can be a daunting prospect attending physiotherapy for the first time, especially when you don't know what to expect. We have therefore enclosed some information to answer some common questions people have, to help you feel prepared when you first attend. If there is any additional information you require that is not included please do not hesitate to contact us on 01291 627 226.

Where is CPC Chepstow?

We are situated at the bottom of St Mary Street in the centre of Chepstow, opposite the book shop.

Chepstow Physiotherapy Clinic
16a St Mary Street
Chepstow
Monmouthshire
NP16 5EW



Where can I park?

There is a disabled parking bay outside the clinic, and you can be dropped off directly outside the clinic. During office hours the best place to park is Nelson Street pay and display car park opposite the church. However, after 5pm, it is possible to park free outside the clinic on St Mary Street itself.

Do you offer evening appointments?

Yes, these are available by appointment by arrangement with your physiotherapist after your first appointment. Saturday morning appointments are also available.

Can I use my medical insurance?

Yes, we are registered with all the main insurance companies including Bupa. You may need to obtain authorisation from your insurance provider prior to attending to ensure you are covered for physiotherapy. Very often, providing we have an authorisation or policy number we can bill the companies direct.

What will happen to me when I attend?

When you first attend, your physiotherapist will take the first half of the session taking a history and discussing your problems. This is so we can build a detailed picture of the source of your pain/ disability and the main issues that are affecting you. During this part of the session we will discuss your short and long term goals you want to achieve. Your physiotherapist will then perform a physical examination looking at your body as a whole as well as the specific body part concerned.

After this has taken place we will give a diagnosis where possible and outline a treatment program designed to address the issues you have presented with.

How long are the appointments?

The first appointment will take up to an hour this is so we can take some time chatting to you and getting to grips with your problem at no extra charge. After that, our treatment sessions are in half hour blocks.

What should I wear?

Your physiotherapist will have to inspect the area which is troubling you. This will mean you will have to get undressed. It is therefore advisable to wear appropriate underwear or clothing that exposes the area, e.g. Shorts if it is a knee problem. If you are worried or uncertain about this, please do not hesitate to contact us so that we can advise you.

Who will I be treated by?

Richard Coates MSc, BSc (Hons), MCSP, HPC reg

Since qualifying from the Welsh College of Medicine in 2000, Richard has gained a wealth of experience working in the NHS as a Clinical Specialist Physiotherapist in musculoskeletal injuries, and in elite sport, working with The Gwent Dragons, Newport RFC, and UWIC. He has also completed a MSc in Physiotherapy from Cardiff University and has recently won a Fellowship award from British Elbow and Shoulder Society (BESS). Richard is qualified in Acupuncture for pain control and is a member of the Association of Physiotherapists in Sports Medicine.

Vanessa Coates BSc (Hons), MCSP, HPC reg

Since qualifying from the Welsh College of Medicine in 2002, Vanessa has progressed quickly to become a highly respected Physiotherapist. She has worked in the NHS as a Senior Physiotherapist working in Chepstow Community Hospital and Gwent Healthcare and has also worked in elite sport with Newport R.F.C., and U.W.I.C.. Vanessa has also developed an interest in ergonomics and occupational health and is a member of The Association of Chartered Physiotherapists working in Occupational Health and Ergonomics (ACPOHE).

Christine Britton BSc (Hons), MCSP, HPC reg

Since qualifying from Teeside University in 2000, Christine has worked in a variety of different settings including NHS, private practice and also in a semi-professional sport environment. Christine has a genuine enthusiasm for her work and is passionately keen to encourage higher levels of physical activity and fitness generally in her clients.

Christine has a keen interest in the treatment and rehabilitation of sports injuries, spinal, lower and upper limb pain. Christine believes that the heart of physiotherapy is to ensure that the underlying cause of her clients' pain and dysfunction is fully discovered and treated accordingly. Christine has always been keen to further her knowledge alongside her clinical experience with regular courses and training and is currently looking into further study to gain her Masters.

What should I do if I need to rearrange my appointment?

If you need to re-arrange an appointment please let us know as soon as you can as failure to give 24 hours notice may result in you being charged.

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