

## **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 Newport?**

Kensington Court Clinic  
1st Floor, 197 Chepstow Road  
Newport  
Gwent  
NP19 8GH

We are situated on the first floor of The Kensington Court Clinic which is on Chepstow Road, Newport. This is next door to Eveswell School.



## **Where can I park?**

There is limited parking available at Kensington Court, but this can become busy during office hours. If there is no parking available, there is additional parking in the neighbouring residential streets.

### **Do you offer evening appointments?**

Yes, these are available by appointment, by arrangement, with your physiotherapist after your first appointment.

### **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 that 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 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 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.

**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 re-arrange 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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