

Customer Survey

Your vote of confidence

A big thank you to all our patients who completed our patient survey before Xmas. The comments and the information were very helpful especially in relation to what people think of our services.

We are delighted that 72% of our customers feel that we had matched their expectations and 26% say that had exceeded them (the remaining 2% had just started treatment and felt it was too early to tell!).

Suggestions made for improving the clinic were also welcome and will be looked at in greater detail.

Some of them were related to appointment times which we hope will be addressed with our increased evening and Saturday availability.



New members of the physio team

Senior practitioners with a wealth of experience

We have two new additions to the physiotherapy team: **Scott Morris** and **Kasia Cox**.

Scott has a strong interest in exercise related problems particularly lower limb problems having competed at a high level in cycling and running events. He is working on Tuesday and Thursday evening as well as running the Saturday morning clinic.

Kasia has worked at a senior level in a number of London teaching hospitals and is currently studying for her MSc in Advanced Physiotherapy at King's College. She is working at the clinic on Tuesday and Thursday evenings.

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Massage therapy appointments, please call Clare Murphy on 07980 580488
Craniosacral therapy appointments, please call Kamali Freedman on 07738 462464

Opening Hours

Mon-Thurs: 8:30am-7:30pm Fri: 8:30am-5:00pm Sat: 9:00am-1:00pm



physio.solutions
Physiotherapy & Sports Injury Clinic

Spring 2009

Welcome to our first newsletter of 2009.

We've been listening to you! We saw, among other useful suggestions in the results of our patient survey that one of the things you wanted was related to appointment times. So for 2009 we've extended our opening hours and added new members to the physiotherapy team to serve you better.

In this issue, in view of the recent economic downturn we have specifically incorporated some tips on 'credit-crunch' friendly exercise which lets you incorporate exercise into your busy daily routine. We hope you find them useful and that they may inspire you to take up a more active lifestyle especially now that its noticeable that the days are getting longer.

In this issue:

- ♦ Extended opening hours
- ♦ Credit Crunch exercises
- ♦ Customer Survey
- ♦ New physio practitioners

All the best,

Helen Skehan
Practice Principal

Extended Opening Hours

More evening and Saturday morning clinics

We have expanded our evening and Saturday morning clinics to meet demand for appointments beyond regular working hours.

We have evening appointments available until 7.30pm on Monday through Thursday evenings and appointments on Saturday from 9.00am to 1.00pm.



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Credit-crunch friendly exercises

'Lazy' exercises to incorporate into your busy day

Many of you complain that your lives are just too busy to incorporate regular exercise. Unfortunately, also for many of our patients, regular exercise or a routine of exercising regularly is probably just what they need to improve, eliminate or simply manage their symptoms.

When it's difficult to attend a weekly class or gym session, our advice is to try and tie in some exercise into your daily routine. Some quite simple movements practiced regularly in association with daily activities can quickly become a habit and may inspire you to take up a more active lifestyle.

Starting the day: Stand tall in the shower and engage your stomach or core muscles - think of gently flattening your tummy. Hold for a count of 10 seconds and repeat as often as you can.

Travelling to work: If you drive, ensure your car seat is supportive and comfortable. Try and sit tall in your seat and avoid slouching. Ideally park just short of your destination so that you can incorporate a walk into your travelling routine.

If you use **public transport**, try and sit or stand upright and engage your stomach muscles, hold for 10 seconds and then release, repeat this as often as you can during your journey.

Try and **get off a stop earlier** and walk briskly for the remainder of your journey.

Walk up and down escalators where possible.

During the day: Try and get out of the office at lunchtime and incorporate a brisk walk into your routine. If possible keep a pair of trainers at work or leave some work shoes in the office and come and go in trainers to ensure you can walk in comfort.

Whilst waiting for the kettle to boil, try some gentle **squats or even one legged squats to work your leg muscles.**

When you are sitting at your desk, **squeeze your buttock muscles, pull in your tummy muscles and stretch out your arms and legs** and loosen your shoulders regularly to prevent stiffening up.

Try **squeezing your thighs tightly together whilst sitting upright** and keeping your feet flat on the ground. Hold for a count of 10 and repeat 10-12 times.

At home: Do some step ups on the bottom step of the stairs, see how many you can do or do three sets of 10-12 reps.



Use the ad breaks in TV programmes to **do some stretches or lunges.**

If you have the space a gym ball is a great piece of exercise kit to keep at home (a size 65cm ball should suit most people). Try sitting on it to watch TV rather than sitting on the sofa and numerous muscle groups can be worked using it; why not google 'gym ball exercise' for some new ideas? *Note: If you haven't used a gym ball before make sure you have someone to help you the first time, they can be a bit tricky to get used to.*

Other useful pieces of home exercise equipment are **exercise bands** which come in different strengths for different muscle groups, or use **water bottles as light hand weights.** **Skipping ropes** are also great for a general aerobic work out if your joints are up to it.

None of the exercises should cause any discomfort, if they do stop immediately and seek medical advice.