

# Email Assessments - Frequently Asked Questions



**CRYSTAL PALACE**  
**PHYSIO GROUP**

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Making People Better

## General Information

Our email assessment is a quick and easy way for you to be assessed if you have difficulty hearing. You will be emailed on a date and time agreed with you. The email assessment will be performed by an experienced, registered Physiotherapist (a Member of Chartered Society of Physiotherapy, MCSP, and registered with the Health & Care Professions Council, HCPC).

## What do I need to do before the email assessment?

When you book your appointment with us, we will email you confirmation along with a pre-assessment questionnaire. Please complete the questionnaire at least 4 days before your appointment and return by email to [customerservices@cppg.co.uk](mailto:customerservices@cppg.co.uk). The reason for this questionnaire is to give us a better understanding of your condition and make the email assessment easier for both you and your physiotherapist. You will be asked questions relating to your condition and general health.

## What will they ask me?

You will be asked questions relating to your injury; these may include questions about the physical and also emotional aspects of your problem. Your physiotherapist will need to know where the problem is, how and when it started and what makes it better or worse. You will be asked more than these questions, but if you are able to think around these before you have your assessment, this will help your physiotherapist to diagnose the problem.

## What else should I think about?

You should try and think about what you would like to achieve with physiotherapy. Your physiotherapist will ensure that this is reflected in your treatment and you will be asked to consider a goal, or several goals. A goal might not always be linked to the reduction of pain. It might be something more personal like being able to walk to the shops, comb your hair, return to sport or work or simply being able to get out of the chair more easily.

## What happens next?

Following the email assessment, both you and your physiotherapist will decide together what treatment would best suit your needs. Treatments may include sending you a personalised programme of exercises and/or giving lifestyle and management advice. If it is agreed that your needs would be better managed by another service, an onward referral will be made.

## What if I need to cancel?

Please email us at [customerservices@cppg.co.uk](mailto:customerservices@cppg.co.uk) as soon as you find out you have to cancel. Our Cancellation Policy is intended to avoid unnecessary loss of appointments, which can lead to increased waiting times. Frequent cancellations, with less than 24 hours notice, may also lead to discharge back to your GP. We understand it can be unavoidable to cancel your appointment and these circumstances will always be considered. The aim of our policy is to ensure waiting times are kept to a minimum to benefit all our patients.

## Consent

We can only discuss your appointments with you, this includes cancelling appointments. If you are happy for someone else to manage your appointments on your behalf, then please notify us in writing via email [customerservices@cppg.co.uk](mailto:customerservices@cppg.co.uk)

## How do I contact you?

You can email us at [customerservices@cppg.co.uk](mailto:customerservices@cppg.co.uk) or call 01689 88 77 10.

## When are you open?

Our Customer Service Team are available to respond to your email or calls, Monday to Friday between 8am and 4pm. Many of our clinics are open until 8pm Monday to Thursday and some are open at weekends. Please ask us if you would like specific details.

## Contact us

 01689 88 77 10

 020 8659 1501

 [customerservices@cppg.co.uk](mailto:customerservices@cppg.co.uk)

 [www.cppg.co.uk](http://www.cppg.co.uk)