

## WHAT WE DO

At **FYSICL**, we offer specialist assessment and management of all types of musculoskeletal problems related to your sport, activity or job – we are here to help find an answer. Examples include:

- Ultrasound-guided injections to painful joints or injuries. Shared care with high quality sports physiotherapy.
- Advice on building a safe exercise program matched to your individual symptoms.
- Prevention strategies to avoid future injury.
- Platelet Rich Plasma (PRP) injection is available as an alternative to treat injuries and painful joints
- Cortisone or Hyaluronic Acid injections – extra options to help treat persistently painful inflammation in soft tissues and joints (as appropriate)
- High Volume injections (HVI) for chronic achilles tendon injury.
- Treating injuries in youth and school/college sports, including growth-related bone stress injury.
- The clinic will also manage any onward referral to a trusted network of clinicians for other specialist treatment (including sports physio, sports science, sports massage, orthopaedic radiology/surgery, biomechanics/

Dr Robertson is the lead clinician - and an expert in skeletal ultrasound (since 2003). He has been managing sports injuries, fitness problems & other types of training injuries in amateur & professional athletes for over 30 years - first as an Army medical officer, later as an NHS GP, and since 2010 as a GMC specialist in sports & exercise medicine. The clinic uses the latest scan equipment for ultrasound-guided injections and diagnostics. Other medical tests such as MRI scan can be arranged as needed, to help best manage your problem.



The Clinic is run and managed by Dr Duncan Robertson & Kate Robertson  
Company House Registration: 11931024  
Registered Office at clinic Address

## NORMAL RECEPTION HOURS

- Monday to Thursday – by appointment only
- Urgent cases - by special arrangement

Please call to check availability, or email the clinic with a short message, and reception staff will aim to respond as promptly as possible to arrange a consultation.

Occasionally, the clinic (including reception) will be closed at additional times (e.g training days). Clinic is closed for routine appointments on Friday. Please visit our website for up to date information.

## HOW TO GET HERE:

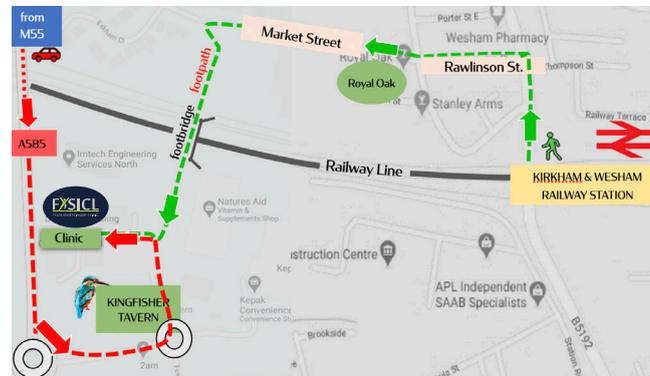
### VIA ROAD

Follow the A585 (south of the M55) and then turn left at the roundabout, past the Kingfisher Tavern, then left again into St Georges Park & Court (Number 8, straight ahead at the end).



### VIA RAIL

Turn right outside the station, then second left down Rawlinson St. and go to the end of Market St., then follow the cycle/ footpath over the bridge to FYSICL.



8 St. Georges Court  
St. Georges Park  
Kirkham, Lancashire  
PR4 2EF

E [info@fysicl.co.uk](mailto:info@fysicl.co.uk)  
W [www.fysicl.co.uk](http://www.fysicl.co.uk)  
T 01772 802200

**FYSICL**  
FYLDE SPORTS INJURY CLINIC

# FYSICL

FYLDE SPORTS INJURY CLINIC

Specialising in Sports Medicine &  
Musculoskeletal Injury Management



CareQuality  
Commission

Medical Director: Dr D Robertson FFSEMUK  
GMC Specialist in Sports & Exercise Medicine

## FIRST APPOINTMENT

If you have received tests or investigations for your condition elsewhere, please bring along a copy of your results with you to your appointment. If you are currently taking medication, please ensure you bring a list of what you are taking.

The practitioner will at some stage need to examine you for diagnosis of your injury or health issue. In some cases this will require you to remove some items of clothing to access the area. Patients with lower limb injuries may help the assessment by bringing a spare pair of shorts to change into.

## Video or Telephone Consultations:

A face to face consultation with the clinician is usually preferable. Please feel free to enquire with the clinic or your insurer about the options, especially if you live some distance from the clinic.

## OUT OF HOURS:

FYSICL is an independent clinic. Therefore, we are unable to provide an emergency service. If the clinic is closed and you feel your symptoms need to be dealt with urgently, please contact either your GP, or telephone NHS 111 for further advice from a health professional. If the situation becomes an emergency please call 999.



## TREATMENT ROOMS



The practice has climate control throughout, and has two main consulting rooms. Both are on the ground floor and are spacious - to promote easy access for safe use of physiotherapy treatments and exercises - and other medical procedures.



## TOILET FACILITIES

An all-inclusive/wheelchair accessible toilet is available.



## PARKING

The clinic has five dedicated parking slots for patients. Three of these slots, including one disabled space, are located directly in front of the clinic, and facilitate easy access.

## TEACHING

To encourage education and training of other healthcare professionals, we occasionally have other practitioners or students observing in the clinic. If teaching is taking place you will be asked for consent, and the clinic fully respects your choice and your right to decline, with no reasons required.



## CHAPERONE SERVICE

Patients are welcome to bring a friend along. If you would like a formal chaperone present during your consultation or treatment session, please take time to inform a member of reception staff when making your appointment to ensure we can facilitate this for you.



## Insurance & Self-Pay Options

The clinic offers affordable rates for self-pay patients – please check our website for more details.

For privately insured patients we are registered with most medical insurance companies, including those shown below.



If you require further information, please visit our website or contact a member of our reception team on 01772 802200. Thank you

## BOOKING APPOINTMENTS

The clinician will endeavour to see you at your scheduled appointment.

We hope you will understand the complex nature of some conditions we deal with, may mean some appointments will over-run slightly. For this reason, we kindly ask you if possible to arrange your appointment such that your plans take into account any short delays (to avoid disruption to such things as travel or other appointments etc).

We do ask you to arrive at your appointment promptly to ensure we can give every patient the treatment time they need.

## CANCELLATIONS

A minimum of one full working day (24 hours) is required for cancellation of any appointment. Please note that weekends and public holidays are not classed as working days. Our practitioners reserve the right to charge for missed appointments (we may waive charges in exceptional circumstances) and cancellations made after the allocated notice period.

## PAYMENT TERMS

Self funding patients are asked to make payment at the end of each appointment. If payments are delayed more than 7 days, the clinic reserves the right to add charges to cover administrative costs.

## FYSICL is registered with CQC

## CONFIDENTIALITY

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR). All patient information we hold will be kept confidential. All staff are trained in confidentiality issues and we would be happy to provide you with a copy of our confidentiality policy upon request. The practice is registered with the Information Commissioner's Office (ICO), and abides by all their policies, procedures and guidance relating to the handling of personal sensitive data.