

Thank you for booking an appointment with Pelvix - we look forward to meeting you.



We've put together the information below to answer any questions you have before your appointment

- **What do I do in preparation for my appointment?**
- **What do I need to bring?**
- **How do I cancel or rearrange an appointment?**
- **How can I pay for my appointment?**
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- **How long should I allow for my appointment?**
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What to do in preparation for your appointment

Before you arrive, please complete the online health assessment questionnaire linked in your confirmation and reminder emails. If you need help, or a paper version, just let us know.

If you're using health insurance, make sure you have authorisation in advance and that you've put your policy number and claim/authorisation number on your health assessment form.

What do I need to bring?

Please bring any previous clinic or hospital letters or scan results and a list of medication, if you haven't listed this on your health screening form.

How do I cancel or rearrange an appointment?

If you need to cancel or move your appointment, please call 07378 362208 or email admin@pelvix.co.uk with as much notice as possible.

Our cancellation & refund policy is tiered:

- More than 48 hours' notice: we'll refund your appointment (less a £5 admin fee) or move it free of charge.
- 24–48 hours' notice: we can move your appointment but can't refund the fee.
- Less than 24 hours' notice: the full appointment fee is due.

Please see [🌐 Our Policies | Pelvix](#) for more information.

How can I pay for my appointment?

If you've booked online, you'll have had the option to pay at the time of booking. If you chose not to, or you booked over the phone or email, we'll send you an invoice with instructions on how to pay — usually the same or next working day.

Wherever possible, we ask that appointments are paid in advance. If your invoice is still unpaid a day or two before your appointment, we may give you a friendly call to confirm you're still coming.

We accept card or BACS. Please let us know if you'd like a receipt for insurance purposes.

What is your refund policy?

If you give us more than 48 hours' notice, we can refund your appointment fee less a £5 admin fee — or move the appointment to another date free of charge. Within 48 hours of the appointment, refunds aren't possible, but we can usually still move it where there's more than 24 hours' notice.

How do I get to the clinic?

Pelvix is located at Hillcrest, 143 Wellsway Keynsham BS31 1JA
<https://what3words.com/beats.master.trucks>

Google maps location [Pelvix Specialist Pelvic Physiotherapy](#).

Accessibility

Pelvis is unfortunately not accessible to wheelchair users, or people with poor mobility as there is a short set of steps to access the main entrance.

Is there car parking available?

Yes, there are two spaces in the clinic car park.

Please note that the driveway at the clinic may be a tight fit for large vehicles. If needed, there is additional on-street parking nearby on Sunnymead Road, just around the corner.

What should I expect at my first appointment?

We'll start by discussing your symptoms, lifestyle, and goals. A physical examination will be offered, which can include checking the joints around your pelvis and, if appropriate, a vaginal or rectal examination. These are entirely optional and will only take place with your full consent. You're welcome to request a chaperone, though this may require rescheduling to ensure the availability of another member of staff. You can also bring someone with you if you wish.

We'll go through everything in detail during your appointment. If an examination takes place, we'll review the findings together and agree on a personalised treatment plan. You'll also receive a written summary afterwards. If you're experiencing pelvic or back pain, it may help to observe how you move. Please wear loose, comfortable clothing—shorts can be helpful, but aren't essential. Gentle movements or exercises may be included in your session.

How long should I allow for my appointment?

Allow up to an hour for your first appointment, or 90 minutes for complex appointments.

What does treatment involve?

Depending on your assessment, treatment may include a combination of techniques such as myofascial and muscle release, guided strengthening, internal and external manual therapy, personalised exercises, biofeedback, shockwave therapy, electrical stimulation, and hands-on techniques to improve movement and function. All treatment options will be discussed with you in detail and no form of treatment is compulsory.

Consenting to assessment and treatment

Before any assessment or treatment takes place, we will explain what is involved and ensure you understand your options. You are encouraged to ask questions at any time, and you have the right to decline or withdraw consent without affecting your care. For intimate examinations, written consent will always be sought, and your comfort and dignity will be prioritised throughout.

How many appointments will I need?

This is very individual - some people will only require one or two sessions, others will require treatment over a much longer period of time. Please be assured, we will never recommend treatment unnecessarily.

What you can expect from us

At Pelvix, we take our responsibility to provide excellent care seriously. You can expect us to listen to you. We won't rush you - our appointments allow enough time to make sure you feel heard. We personalise your care to make sure you are treated as an individual, not another number. We'll explain all our findings and outline your options for treatment so you can help decide what feels best for you.

If we think we can't help, we'll be honest with you. We always put your needs first so you feel comfortable and respected, and we'll make sure we give you the knowledge and skills you need to help yourself.

What we expect from you

We run a busy clinic, often with a waiting list, so if you can't make your appointment, we'd like to know as soon as possible so your slot doesn't go to waste. Try to arrive on time if you can, as if you're late, we won't be able to run over past your allotted appointment time.

We may give you exercises and advice to follow at home which we will agree during your appointment. This is a big part of recovery, so try to make time if you can, but we understand that it is hard to be completely consistent so we'll make sure it's a realistic amount for you.

Confidentiality & data protection

At Pelvix, we take your privacy seriously and are committed to protecting your personal and medical information. All patient records are securely processed and stored using Cliniko, a GDPR-compliant practice management system. We also use Heidi, an AI-assisted note-taking tool, to support clinical documentation; however, Heidi does not retain any identifiable patient information, and all data is automatically deleted after one week. Your information is treated in the strictest confidence and is only accessed by those directly involved in your care. We comply fully with data protection regulations and will never share your information without your explicit consent, unless required by law. For more information go to: [🌐 Our Privacy Policy | Pelvix](#)