

## > Feedback

**At the end of your stay with us we ask you to fill in a Patient Feedback Form. It is important to us to learn what you thought of the services we offer and ways we might improve. Feedback received recently includes:**

*Due to my previous attendance at the centre a problem was highlighted about my right hand. If I had not attended I would have lost the use of my hand. (TC, Merseyside)*

The treatment and facilities were first class. I was totally happy with everything. ( PP, Lincs)

*Every aspect I could not think of one thing that had, in any way, any flaw! (MD, Notts)*

***I was able to relax and de-stress to help with my recovery after a serious incident. The complementary therapies have greatly helped my healing process and I would like to thank all the staff. (HL, PSNI)***

*The food was excellent. The social events were good. Facilities were good. (ED, Strathclyde)*

Very friendly helpful staff. Physio very good. All aspects of treatment put together to complement and aid recovery i.e. physio, exercise, PE classes. Excellent meals and choices. (DV, PSNI)

*From walking into reception I was pleased by the care and attention given to me by all staff and all treatment. (SY, Strathclyde)*

**Excellent food, gym facilities good. Physio excellent. (G.M. D&G)**

*Friendly helpful staff. Professional treatment. Excellent facility. (P.N. Lancs)*

**Your feedback enables us to constantly improve and update the services we offer. Feedback forms are available from reception.**

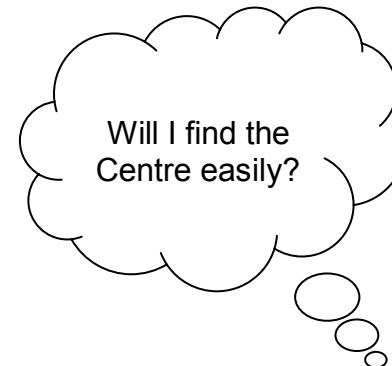
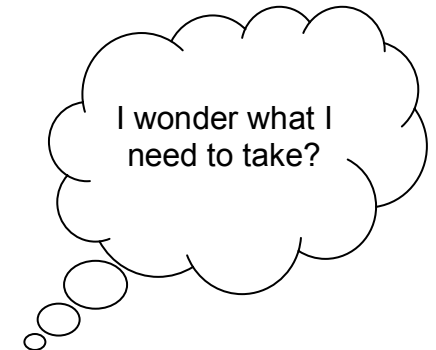


The Police Treatment Centres

# Information for Patients



Castlebrae, Castleton Road, Auchterarder, Perthshire, PH3 1AG



St Andrews, Harlow Moor Road, Harrogate, North Yorkshire, HG2 0AD

## Introduction

We are looking forward to meeting you at the Police Treatment Centre and hope this information will prove helpful prior to your arrival. If you have a query about your stay please contact us or visit our website where you will find a section on 'Frequently Asked Questions', and also a PDF copy of our user guide (located under 'Our Services')

Castlebrae 01764 664369

St Andrews 01423 504448

Website [www.thepolicetreatmentcentres.org](http://www.thepolicetreatmentcentres.org)

## Directions

Visit our website and follow the links from the homepage (Our Services/ Travel to Centres). Additional transport information, including telephone numbers for local taxi firms, can also be found in this area of the website. If you are using a sat nav, the postcodes for each Centre can be found on the cover of this booklet

## On arrival

You will be greeted at reception and given useful information about your stay. Tours of the building take place during the day so if you haven't been to the Centre before, this may be of interest.

There will be a Welcome Brief held on Monday at each centre at 1630hrs at St. Andrew's and 1700hrs at Castlebrae. Whether you have been to the PTC before or this is your first time, we ask that you attend this Meeting as priority where you will learn about any current issues at the Centre concerning Security for example, and other tips, suggestions and recommendations that will enhance your stay with us.



If you are staying for two weeks you can remain at the centre during the middle weekend, or you can leave your belongings in your room.

## What we provide

- En-suite facilities
- Flat screen TV and DVD player in bedrooms
- Tea and coffee facilities in bedrooms
- All towels (bedroom, gym and pool)
- Hot drinks and water dispensers in communal areas
- Laundry facilities including washing powder
- Breakfast, lunch and dinner (special diets catered for)
- In addition to extensive treatment facilities we have leisure facilities including mountain bikes, tennis, putting etc

## What you need to bring

Our centres have a relaxed atmosphere and there is no need to dress formally. Most people choose to wear casual sports clothing in line with the activities available:

- Tracksuit/shorts/comfortable clothing/Swimwear
- Trainers
- Warm clothing for after physio session, during cold weather and other activities
- Hairdryer
- All toiletries (including shower gel/shampoo)
- Any medication you may be taking



## Other useful information

Each week patients organise a social and fundraising committee. As well as being a great way for everyone to get to know each other, the evening activities that are organised (such as quizzes, raffles, bingo etc) importantly raise money to support the Charity's running costs. The Patient Social Committee raise a significant amount of money for the PTC each year, which directly benefits both current and future patients and enhances their stays with us. Please also remember to pay your £10 weekly donation to running costs as well during your stay to either a member of the Patient Social Committee or to one of the Reception staff.

If you are interested in helping out, please make yourself known to the current committee members - our nursing staff will help you identify them. A social and fundraising committee 'Guide to Getting Started' is also available.



In the TV lounge there is Sky Television and a DVD player. There is a library and DVD library. You can access the internet on one of our dedicated patients' computers and there is wireless internet access available throughout the building for a small charge (£7.50 per week).

## And finally...

If you are unwell prior to your stay, please contact our nursing staff in advance of your arrival at the Centres. In the case of sickness or an upset stomach, it is very important that you are symptom-free for 48 hours before attending for treatment. If you are unable to attend due to illness, your visit will be rescheduled as soon as possible.