If you would like this document in another language or format, or if you require the services of an interpreter, contact us on ☏ 020 3448 4762

Other Useful Contacts
PALS (Patient Advice and Liaison Service) provides a personal contact point to assist patients, relatives and carers. If you have an issue relating to our service that you would like to discuss, you can contact the PALS team on:
☎ 020 3448 3237  PALS@uclh.nhs.uk

NHS Choices
Provides information about NHS services. You can also leave feedback about your experience at the NHNN: www.nhs.uk
What is vestibular rehabilitation?
Vestibular rehabilitation is a type of physiotherapy that promotes improvement of (and compensation for) problems caused by balance disorders.

The aim of vestibular rehabilitation is to reduce your symptoms so that you can have as full and normal a life as possible.

If you would prefer referral to your local services please let us know and we will organise this for you.

Why have I been referred to physiotherapy?
You have been referred to physiotherapy by your doctor to help you manage the symptoms related to your balance disorder.

Research shows that a customised exercise programme, designed to provoke your symptoms in a controlled way, will re-educate your balance system. This allows your body to adapt, reducing your symptoms.

Symptom type, severity and effect is different for everyone. The physiotherapist needs to assess you to plan a rehabilitation programme that will work for you.

What will the physiotherapist do?
The physiotherapist will teach you exercises designed to help balance problems. These exercises need regular practice in a few sessions each day to work.

The physiotherapist may also give exercises to improve:
- vision
- balance
- muscle flexibility
- muscle strength
- co-ordination
- relaxation
- exercise tolerance

The physiotherapist will give you education and advice to help you return to as normal a lifestyle as possible.

What can I do?
As well as doing the specific exercises the physiotherapist gives you, it is important to return to as many of your normal activities as possible. This will help you recover. Situations or movements that may bring on your symptoms should not be avoided but gradually re-introduced into your daily routine. This will allow you to build up your tolerance and reduce the symptoms you experience. This can be started before your first appointment if you feel able to. Before you visit us, please write down the situations that bring on your symptoms. This will help to your physiotherapist to treat you.

How can you help us and others who use our services?
Please arrive on time for your appointment. When you get to the department let our receptionists know that you are here. If possible, let us know at least 48 hours in advance if you are unable to attend so we offer this appointment to someone else. Please be aware that you may be discharged from our service if:
- you do not keep your appointment or
- you do not attend two follow-up appointments without telling us
- you reschedule your initial appointment, more than once, or you reschedule follow-up appointments more than twice

If you are attending by hospital transport, please contact the department if you have not been picked up an hour before your appointment time.