

Our Services

Frequently Asked Questions

While it is difficult to consider every potential question that may be raised we have covered most of the areas of information we are frequently asked about. If you can't find the answer to your query, please contact us.

1. I don't donate to the charity but I need treatment. Can you help me?
2. How often can an officer attend for treatment?
3. I have retired from the force but have now returned on the 30-plus scheme. Am I eligible to attend?
4. What is the usual treatment period for serving officers?
5. Why can retired officers only attend for a week at a time?
6. I last attended for treatment about 8 months ago? Can I apply for a further period of treatment?
7. I have childcare issues. Can I be booked in to attend the centre daily but go home each night?
8. I recently applied for treatment but was turned down on this occasion. Why was that?
9. Can I only attend if I have been hurt on duty?
10. Do you only treat the most serious injuries?
11. I'm due to have an operation shortly. When is the best time to attend for treatment?
12. Can I express a preference for which centre to attend?
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18. Having read my confirmation letter I have been asked to attend between certain times on my first day. Why is that?
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26. What is the dress code at the Centres?
27. I have special dietary requirements. Can they be catered for?
28. What is there to do on an evening?
29. My physio/nurse has recommended I return for a further period of treatment. How long will I return for?
30. What happens to all the patient feedback?

1. I don't donate to the charity but I need treatment. Can you help me?

Treatment at the Centres is only provided free of charge to donating officers. For more information please refer to our [Eligibility Policy and Criteria](#)

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2. How often can an officer attend for treatment?

Applications for further admission should not normally be made until at least 12 months has elapsed since a previous admission period. For full details please see our [Clinical Admissions Policy](#).

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3. I have retired from the force but have now returned on the 30-plus scheme. Am I eligible to attend?

Retired police officers become eligible for admission to the Centre when they are in receipt of a full police pension. The Trustees of the Police Treatment Centres have agreed that officers who have opted for the 30-plus scheme remain serving police officers holding 'the office of Constable' and must continue to regularly donate to the Charity to retain eligibility for free treatment.

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4. What is the usual treatment period for serving officers?

Serving officers would generally stay for two weeks. Personal circumstances or duty requirements may mean that a one week admission is more beneficial than no admission at all. If so, this will normally be Monday to Friday only (four nights duration), however - consideration **may** be given to a Sunday admission with arrival after 1430.

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5. Why can retired officers only attend for a week at a time?

The Charity's Scheme (governing document) states that priority will be given to serving officers who are seeking treatment and if capacity and demand allow retired officers may be able to attend. At present Trustees have not asked retired officers to make a weekly donation to the charity in the same way that serving officers do.

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6. I last attended for treatment about 8 months ago? Can I apply for a further period of treatment?

Applications for a further admission should not normally be made until at least 12 months has elapsed since a previous admission period. Exceptions to this rule are: if PTC clinical assessment at the conclusion of that previous admission recommends an earlier admission; or if there is a significant change in the current condition/circumstances which merits an earlier admission; or a new circumstance or condition has arisen that would prompt the consideration of an earlier admission. Clear medical evidence of such a change in circumstance must be provided.

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7. I have childcare issues. Can I be booked in to attend the centre daily but go home each night?

To get the maximum benefit from the treatment programmes officers would generally be expected to stay at the Centres for the duration of their treatment. There are cottages available for use by families and these are available for periods of one week. At St Andrews we have an arrangement with a local nursery to provide childcare and in some circumstances outpatient treatment may be offered. Please contact us for further details.

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8. I recently applied for treatment but was turned down on this occasion. Why was that?

Individual circumstances will vary but the decision may have been reached because no practical or long term benefit can be achieved through use of the Charity's scarce resources.

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9. Can I only attend if I have been hurt on duty?

Treatment is available regardless of how the injury/illness was sustained.

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10. Do you only treat the most serious injuries?

We can treat a large range of injuries. In the case of less serious conditions we often find officers attending for physio do so quite late on in their recovery whereas in fact early intervention can often bring about far more significant results. If your condition is affecting your ability to perform the activities of daily living, or your job, to the full then you should consider applying for treatment.

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11. I'm due to have an operation shortly. When is the best time to attend for treatment?

This will vary according to the exact nature of the surgery i.e. after joint replacement it is best to wait until your stitches are removed and the wound is healed at around three weeks, but after ACL reconstruction a six-week period post-operative is recommended to allow for the knee joint to settle down. Please contact the physiotherapy department if you require further guidance.

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12. Can I express a preference for which centre to attend?

The application form allows you to express a preference to attend either St Andrews or Castlebrae. However, allocation will depend upon a number of factors for example: capacity at each centre, and the urgency for treatment. Sympathetic consideration will always be given to an expressed preference and normally we are successful in meeting the request.

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13. How long is the waiting list?

This will vary according to demand through the year but we assess each application individually and will prioritise urgent cases wherever possible. Normally admission is within two to six weeks depending upon the circumstances.

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The Police Treatment Centres • St
Andrews Tel: 01423 504448 •
Castlebrae Tel: 01764 664369 •
Email:

14. How long can I expect to wait before I am allocated a date to attend?

You can normally expect to hear from us within two weeks from the time that we receive your application. The time it takes to allocate a date for treatment will depend on the quality and detail of information on the application form which enables our staff to make a clinical assessment of the individual's needs.

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15. Are the centres open as normal on Bank Holidays?

The centres are open on Bank Holidays with services provided as normal. In fact, the only time our centres close is for a period of two weeks over Christmas.

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16. I was asked to provide two payslips with my application form. Why was this?

Treatment is only provided free-of-charge to those officers who support the charity by making a weekly donation. To ensure this policy is applied fairly and consistently we ask for proof that an officer makes this donation when processing his/her application form.

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17. I have a query about my booking, who should I contact?

The bookings process is administered from St Andrews in Harrogate so please call 01423 504448 for assistance if you can't find the answer to your query on this site.

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18. Having read my confirmation letter I have been asked to attend between certain times on my first day. Why is that?

Patients attending for physio are asked to arrive in the morning to enable them to have sufficient time to see their physio. Non-physio patients are asked to attend in the afternoon. While treatments may commence from 0930, please note that bedrooms may not be ready for occupation before 1200.

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19. Can I arrive on a Sunday?

A Sunday arrival prior to a period of admission will only be offered to a serving officer where their 'significant and unique' personal or travel circumstances merit consideration of such.

We normally admit retired officers for a week commencing on a Sunday (after 1430). Retired officers are asked to depart their room by 1030 on the following Sunday, although lunch may be provided on request before a later departure from the Centre. This arrangement allows retired officers to receive maximum benefit and help with their travel and support arrangements.

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20. The confirmation letter tells me to bring my 'Surgeon's protocol' with me. What is that?

In short, after certain operations a surgeon may stipulate the aftercare that he/she would like the patient to have. This only occurs after some operations and not all surgeons set such a protocol. So if you haven't got such a document, the chances are you don't need one.

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21. Can I attend as an outpatient with a non-physio condition?

There are cases where this may be appropriate. After a consultation with nursing staff a treatment programme will be arranged, normally consisting of a weekly appointment for a six-week period.

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22. I'm due to attend next week but I'm not feeling well. What should I do?

We want to ensure patients are well enough to participate fully in the activities available so the best advice is to call and speak to the duty nurse about your symptoms. It may be possible to delay your arrival or re-book. In the case of diarrhoea and sickness it is important patients have been symptom-free for 48 hours before attending to prevent the potential spread of such conditions.

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23. What do I need to bring with me?

With your joining instructions you will receive a patient information sheet outlining what is provided at the centre (i.e. towels) and what is not (for instance, hairdryers).

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24. Can my partner/friend/driver stay for lunch/overnight when they drop me off?

Demand on the Centres means it is not possible to cater for visitors but they are welcome to enjoy a hot or cold drink in one of our lounges on arrival and before they set off on their journey. Partners and carers can only stay at the Centres under certain specific circumstances and with prior agreement i.e. when providing hands-on care and support for a patient.

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25. I'm staying in one of the cottages. Are linens and towels provided?

All bed linen, towels and tea towels are provided, as are washing facilities. A starter pack with tea bags, milk, bread etc is also provided.

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26. What is the dress code at the Centres?

The dress code is casual/sportswear in line with the activities patients undertake during their stay. Warm clothing to wear between exercise activities is advisable, especially in colder weather.

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27. I have special dietary requirements. Can they be catered for?

Whether you have an allergy or intolerance, are trying to lose weight, or simply don't like certain foods, our catering team can help. You can ask to speak to a chef before your stay or on your first day and they will be happy to work out a suitable menu for you. Half portions and healthier options are also available.

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28. What is there to do on an evening?

As well as the leisure facilities that are available, each week patients organise themselves into a social and fundraising committee and hold events such as quiz nights. Not only are these a good way of getting to know one another they also help to raise a significant amount of money to support the Charity. There are a number of television lounges and wifi access is available (for a small charge). For those seeking quiet time without televisions there are a library and other quiet areas.

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29. My physio/nurse has recommended I return for a further period of treatment. How long will I return for?

Individual circumstances will vary but we would generally ask you to return for a further five days of treatment (four nights, Monday to Thursday inclusive).

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30. What happens to all the patient feedback?

The feedback is assessed on a monthly, quarterly and annual basis. Sometimes it is possible to implement suggested changes. Information on ideas that have been adopted are displayed on the patient's noticeboards, as are suggestions we have been unable to undertake along with the reasons why.

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enquiries@thepolice-treatmentcentres.org • site by BJBS

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