

VIII. Summary

Physical therapy, also known as physiotherapy, is a new branch of medicine and practice in health care aimed at developing and maintaining a person's physical fitness. As a medical field, it grows very dynamically and intensively. Medical institutions offering physiotherapeutic services perform their tasks in accordance with physiotherapy standards, by providing health advice, rehabilitation care to disabled people living both in the countryside and in the city. The ageing society is a challenge for comprehensive medical care, the aim of which is to reduce the pace of development of diseases that worsen the quality of patients life.

Demand for rehabilitation in the disabled persons increases year by year, which is also noticeable in Biała Podlaska commune. Besides, using physiotherapy in the treatment of patients is becoming popular and the waiting time for physical services in the already existing physiotherapeutic centres is too long. Physiotherapy includes kinesiotherapy, physiotherapy, massage, spa treatment, health education, and it is recommended to patients as secondary prevention. Consequently, the development of physiotherapy as a medical science is in accordance with urgent social needs. Currently, physiotherapy is recommended for pain in rheumatic, neurological and orthopaedic diseases.

The work study aims to gain knowledge on the opinions and expectations of the patients using physiotherapy services in the area of Biała Podlaska commune (Lublin Province) in the locally functioning physiotherapeutic centres: the Health and Rehabilitation Centre in Sworów (Biała Podlaska commune) and the Health and Rehabilitation Centre in Biała Podlaska. The results of the research will allow for gaining information on the role and usefulness of physiotherapy in the city and rural areas of Biała Podlaska commune.

The research was conducted in the period from January 2016 to September 2017 in the Health and Rehabilitation Centre in Sworów and the Centre for Health and Rehabilitation in Biała Podlaska. The results were obtained using the author's questionnaire, the questionnaires applied in psychological research, the medical referrals for physiotherapeutic procedures, as well as the data received from the Lublin Branch of the National Health Fund.

The statistical analysis was made using the STATISTICA v.10 programme, which allowed to present the collected data to individual inquiries. To analyse the quality of life and compare the findings to quantitative questions, arithmetic means were calculated and 67 presented. Next, the comparison of the variables was made using the Mann-Whitney U and Kruskal Wallis tests. As for the comparison of qualitative questions, the Pearson Chi-square

test was applied. In all the analysed cases, the statistically significant level was assumed at $p = 0.05$.

The results of the study confirmed the significant role of the existing physiotherapy centres both in the city and the countryside. The demand for rehabilitation treatment increases with age, which indicates that physiotherapy is also the future of therapy due to the ageing society. Physical services from electrotherapy, ultrasounds, sporadic hydrotherapy to light therapy are popular in patients. The persons applying for referrals to physiotherapy treatment suffer from spine disorders and osteoarticular injuries. Patients believe that the quality and range of the provided services, the aesthetics of the interior and the standard of the technical equipment of the centre have an impact on the effectiveness and quality of treatment as well as the safety of physical procedures.

Providers of the public and non-public healthcare institutions must realise that health care centres should be interested in the highest quality of the provided services. Duly, the owners of medical facilities are obliged to adapt their offer proposals to constantly changing customer requirements to meet their expectations.

Analysing the index of the sense of life satisfaction, one can find that patients up to 40 years of age, people living in the city and those with higher education have shown the highest satisfaction rate with the existed services in comparison with people aged 60, with vocational training, living in the countryside. There was no correlation found between the respondents' gender and the professional status variables. Similarly, there was no significant variation in the level of the general self-efficacy scale regarding gender and occupational status. Having in mind the conducted research, it appears that the respondents' gender does not affect the level of quality of life self-assessment.