

IMPORTANT INFORMATION

Patient Access

The Physiotherapy service is only available to Patients over the age of 16 and registered with a GP.

The CATS service is only available to Patients over the age of 18 and registered with a GP.

Patients with additional needs

If the Patient is vulnerable, or has a disability, or mobility problems, then please advise us when you book their appointment.

Interpreting Support

If you require an interpreter, please advise us which language when you book your appointment.

Keep us informed

If you need to change or cancel your appointment, please call the service at least 48 hours prior to your appointment, so it can be offered to someone else. This keeps waiting times low and helps reduce NHS costs.

If you Do Not Attend (DNA), or you are late to your appointment without notifying us, you may be discharged from this service.

Diagnostics Tests

After your assessment, your clinician may feel that you warrant further investigations, tests or specialist opinions. At this point they will order the appropriate investigation. When we have received the results we will arrange a follow-up with a clinician to collaboratively discuss the next steps in your management.

PATIENT AND GP SUPPORT

Our support team is here to help you, if you have any queries or questions regarding your care, please get in touch

020 3795 3429

Lines are open Monday to Friday between 8.30am and 5.00pm.

DATA PROTECTION AND PATIENT CONFIDENTIALITY

Patients and Clinicians can be assured that the protection of privacy and confidentiality are given the highest priority, with all personal information being collected, held and used in strict compliance with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018.

COMMENTS, COMPLAINTS AND SUGGESTIONS

Brent Integrated Musculoskeletal Service encourages feedback from its patients on their experiences with the services they have received.

If you wish to make a suggestion, compliment or a complaint about any part of the service, then please call **020 3795 3429** and ask for our Customer Service Manager or access further information on how to do so via our website:

www.connecthealth.co.uk/contact



Brent Integrated Musculoskeletal Service

PATIENT GUIDE

Are you suffering from **muscular** or **joint** pains?

Our service brings together specialist musculoskeletal (MSK) clinicians to assess, diagnose and manage your condition. We treat Musculoskeletal (MSK) conditions involving bones, soft tissues, muscles, joints, ligaments.

OUR SERVICES

Brent Integrated Musculoskeletal (MSK) Service is for people with musculoskeletal conditions. Our team includes specialist clinicians covering all musculoskeletal specialist areas, who can provide a comprehensive assessment and a range of treatments and management plans in a community setting.

Speak to your GP today about how our physiotherapy service could help you.



HOW DO I MAKE AN APPOINTMENT?

There are two referral options; GP or self-referral.

To self-refer, simply call **0203 795 3429** to speak to one of our Patient Care Advisors, who will be happy to help. Or you can visit your GP;

- Make an appointment to see your GP
- Your GP will refer you into the relevant area of the service
- Once the referral is complete, you will be contacted by our Patient Care Coordination Team to arrange your first appointment.

WHAT SHOULD I EXPECT?

Your initial appointment will most likely involve a telephone assessment by a physiotherapist. They will ask questions about your condition and your general health in order to make a provisional diagnosis, provide instant treatment advice and reassurance and plan your care accordingly.

Please note: the telephone assessment is a scheduled appointment and our clinicians will call within the hour of that appointment time from a withheld/private number.

Please therefore be prepared for the call in order to get the most out of this appointment.

Following the telephone assessment the clinician will advise on the best course of action for you and your condition including:

- Detailed self-management advice and exercises,

- A further appointment face to face in a physiotherapy clinic for further assessment,
- Our groups and/or educational seminars,
- A referral of your care to a better placed service in the local community.

All of this will be discussed and planned with you.

WHAT TO WEAR

During your assessment you might be required to carry out a number of movements to determine the cause of your pain. Therefore we recommend you wear suitable loose fitting clothing, such as t-shirt, shorts, jogging bottoms and underwear that you are comfortable being assessed in.

WHERE WILL I BE SEEN?

Our clinics are based in two community locations: Wembley Centre for Health & Care and Willesden Centre for Health & Care. You will be offered the earliest appointment available but you will also be given a choice of venues so you can choose a location which is best for you.

WHAT IF I NEED TO GO TO HOSPITAL?

If after your physiotherapy treatment it is felt you may need to see a Consultant this will be discussed with you. A referral to our in-house specialist CATS team will be made for a further assessment of your condition. This team can order any appropriate investigations needed or transfer your care to a hospital setting.



CONTACT INFORMATION

020 3795 3429

www.connecthealth.co.uk/contact