

Important information:

Attending your appointment or informing us in good time if you need to cancel keeps waiting times low for yourself and other patients and helps to reduce costs to the NHS. If you need to change your appointment or no longer want an assessment, please call the service at least **48** hours prior to your appointment so it can be offered to someone else.

If you are late for your appointment it may be rescheduled for another time and if you do not attend your appointment without notifying us you may be discharged from this service.

If you require a translator please contact the service prior to your appointment and state the language you require.

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

01908 229 432

Lines are open Monday to Friday between 8.30am and 5pm.

Data protection and patient confidentiality

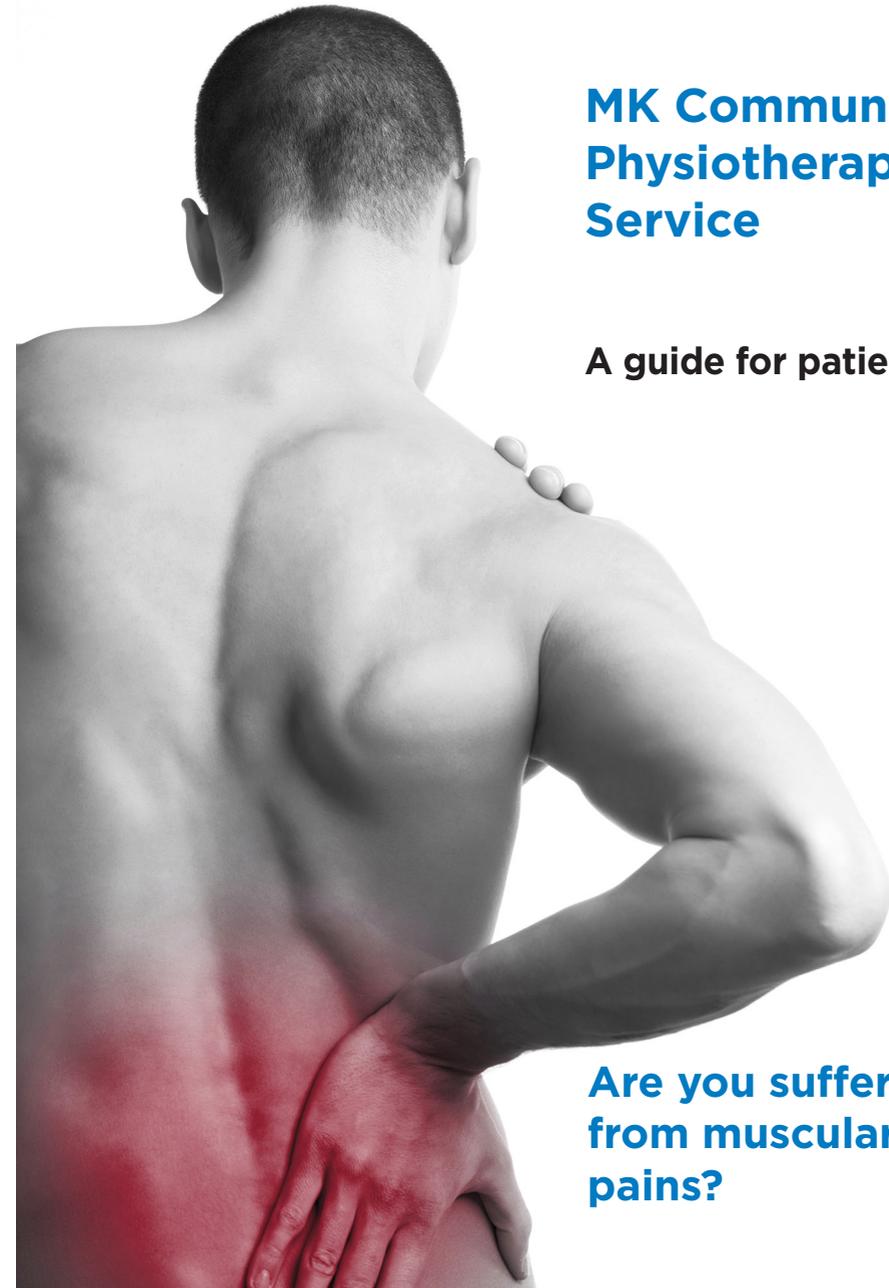
We will ensure that patients' decisions and their rights to restrict the disclosure of personal and medical information are appropriately respected in line with the Data Protection Act 1998, other associated Acts of Parliament and the partnerships Code of Conduct in respect of confidentiality.

Comments, complaints and suggestions

MK Community Physiotherapy 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 01908 229432 and ask to speak to our Team Leader, or access further information on how to do so via our website:

www.connecthealth.co.uk/contact



MK Community Physiotherapy Service

A guide for patients

Are you suffering from muscular or joint pains?

Our service brings together specialist musculoskeletal (MSK) clinicians to assess, diagnose and manage your condition. The service will provide a remote access telephone assessment and advice service as well as a face to face service at health centres and GP surgeries in your local community. We manage all MSK conditions involving bones, soft tissues, muscles joints and ligaments.

Our services:

MK Community Physiotherapy Service is for adults, registered with a GP in Milton Keynes, with musculoskeletal conditions. Our team includes specialist musculoskeletal clinicians who can provide comprehensive assessments and a range of treatments and management plans.

In order to provide rapid advice, reassurance, provisional diagnoses and that your care is directed to the right personnel, the service will also provide an initial telephone triage assessment service by a chartered physiotherapist. A range of exercise groups run by qualified therapists and educational seminars full of self-management advice, will also be provided.

How do I make an appointment?

- Your GP will need to refer you to the MK Physiotherapy service so if you feel you may benefit from our service, please make an appointment with your GP.
- Once the referral is complete, you will be contacted by our Referral Management Centre team, to arrange your first appointment.



What should I expect?

Your initial appointment in the service will 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 schedule appointment and our clinicians will call within the hour of that appointment time off 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?

The clinics are located in local health centres and some GP practices within the community. 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.