

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

020 3795 3426

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

Hammersmith and Fulham MSK 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 3426** and ask for our Customer Service Manager or access further information on how to do so via our website:

www.connecthealth.co.uk/contactus



Hammersmith & Fulham MSK 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 at health centres in your local community. We treat MSK conditions involving: bones, soft tissues, muscles, joints, ligaments

Our services:

Hammersmith & Fulham 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 MSK service could help you.

How do I make an appointment?

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

To self-refer, simply call **020 3795 3426** 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 new service
- Once the referral is complete, you will be contacted by our Referral Management Centre, to arrange your first appointment.

So that you can begin to manage your condition as early as possible, your first appointment may be a physiotherapy telephone assessment.

What should I expect?

At your first appointment (which may be over the telephone) you will be asked questions about your symptoms, activities, work, etc. You may then be referred to see one of a Physiotherapist or Advanced Practitioner Physiotherapist or Consultant Physiotherapist or Consultant in Sport & Musculoskeletal Medicine (a doctor) who will further assess you and will refer you for further investigations as appropriate

Your treatment plan may include a variety of specialist treatments which will be discussed with you and delivered in a clinic or group setting to help you to return to your usual activities. Your treatment plan will also include advice and specific exercises to help you self manage your condition.

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.

What if I need to go to hospital?

If it is necessary for you to have an operation or see a consultant at a hospital, this will be discussed with you. You will then be able to choose which hospital you wish to be treated in and a referral will be arranged through our support team.

