



Useful information about our service

PATIENT GUIDE

Service provided by:

Our service brings together specialist musculoskeletal (MSK) clinicians to assess, diagnose and manage your condition at convenient venues in your local community. We treat MSK conditions, which are conditions involving bones, joints and soft tissues.

Our team includes specialist clinicians covering all musculoskeletal areas, who can provide a comprehensive assessment and a range of treatments and management plans in a community setting.

Our aim is to get you an appointment with the right person quickly, to enable management of your condition as early as possible.

HOW DO I MAKE AN APPOINTMENT?

Self-Referral

Self-referral for physiotherapy services is only available if you are over the age of 18. For access please visit our website where you (or a patient advocate acting on behalf of someone else with their permission) can safely provide your details and complete an initial online assessment to help us understand your condition - www.connecthealth.co.uk/services/oxfordshire.

Alternatively, you can call one of our advisors on **01865 634 336** who will be happy to help.

If you are under 18 and require physiotherapy you can access our services via a GP referral. Access to pelvic health physiotherapy or podiatry services must also be accessed via a GP referral.

GP Referral

You can make an appointment to see your GP who can then refer you into the appropriate service.

WHAT SHOULD I EXPECT?

Once you have been referred to our service, we may ask you to complete a short online assessment. This online assessment is called PhysioNow, powered by Phio. PhysioNow helps us capture important information about your condition to enable us to get you quick access to the best care to support the management of your pain or injury. If you are not able to complete an online assessment for any reason, we will be more than happy to offer you a telephone or alternative type of assessment.

Initial Assessment

You may be offered a telephone assessment, carried out by a Physiotherapist, who will ask questions about your condition to make a provisional diagnosis, and provide instant treatment advice so that you can begin to manage your condition as early as possible. This assessment will last about 20 minutes and you will be given a one hour time slot in which our clinicians will call you. Sometimes this call can be from a withheld number.

If telephone or online access is not suitable for you, we can arrange an appointment in one of our clinics.

Treatment Plan

Following your assessment, your clinician will advise the best course of action for you and your condition. Your bespoke management plan may include a variety of specialist treatments which will be discussed with you and will be delivered in a clinic, gym or group setting to help you to return to your usual activities. Your management plan will also include advice and specific exercises to help you self-manage your condition.

WHAT TO WEAR

During your assessment you may be required to carry out several movements, therefore we recommend you wear suitable loose-fitting clothes that you are comfortable being assessed in.



WHERE WILL I BE SEEN?

The clinics are located in local health centres, gyms and some GP practices within your local 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.

OUR SERVICES

PHYSIOTHERAPY

SELF-MANAGEMENT

PELVIC HEALTH

PODIATRY

PAIN SERVICES

CONTACT INFORMATION

01865 634 336

Opening hours: 8.30am to 5.00pm

www.connecthealth.co.uk/contact

IMPORTANT INFORMATION

Access Criteria

This service is available to patients over the age of 16 who are registered with an Oxfordshire GP.

Additional Support

If you require a sign or language interpreter, hospital transport, or have mobility problems, please let us know when you book your appointment.

Keep us informed

If you need to change or cancel your appointment, please give us 48 hours' notice where possible so that we can offer the appointment to someone else. This helps us keep waiting times low and reduce NHS costs.

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

Diagnostics Tests

Your clinician may feel further investigations or tests are required and can refer you for these. When we receive your results, you will be offered a follow-up to collaboratively discuss the next steps relating to the management of your condition. This may be over the phone.

Further Investigations and External Referrals

Should your clinician feel you warrant further investigations or more specialist treatment, we may refer you to the Musculoskeletal Assessment Triage and Treatment (MATT) service for their expert opinion.

If you need to be referred to a specialist in a hospital, we will arrange this for you. We will also discuss with you your preference of where you wish to be seen for your treatment.

PATIENT AND GP SUPPORT

Our Patient Care Co-ordination team are here to help, if you have any questions please get in touch

01865 634 336

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

DATA PROTECTION AND PATIENT CONFIDENTIALITY

Patients 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.

We have a duty to provide a safe and secure environment for patients, staff and visitors, therefore violent or abusive behaviour will not be tolerated.

COMMENTS, COMPLAINTS AND SUGGESTIONS

We encourage feedback from our patients on their experiences and will send you a link to provide feedback whilst you are under our care. You will also have the opportunity to provide feedback at any point during your care.

If you wish to make a suggestion, compliment or a complaint about any part of the service, then please call **01865 634 336** or access further information on how to do so via our website:

www.connecthealth.co.uk/contact