

# Community musculoskeletal physiotherapy service

## Therapy Services

### Patient Information Leaflet

## About the community musculoskeletal physiotherapy service

The community musculoskeletal (MSK) service consists of a team of physiotherapists working out of different health centres in Dudley. This service specialises in treating a variety of conditions including:

- injuries resulting from physical trauma, for example, whiplash
- sporting injuries
- back and neck pain

- chronic pain
- arthritis
- repetitive strain injuries and work related conditions

## **What should I do before my appointment?**

- If you need an interpreter, please inform the department **before** your first appointment so they can arrange one for you.
- A chaperone service is available. If you wish to use this service, please inform us **before** your first appointment so this can be arranged.
- Please make sure you know where your appointment is and how to get there.
- Please leave plenty of time to park and get to the department.
- Please bring your confirmation letter and pre-assessment form. These will be sent in the post to you when you book your first appointment.

- Please bring any emergency medication that you have such as GTN spray, insulin, Epipens or inhalers.
- Plan what you are going to wear. The physiotherapist may carry out a physical examination. It is possible that you may have to undress down to your underwear, depending on which part of your body is causing issues. Therefore, please wear suitable underwear and bring shorts and a vest top with you.
- If you are late for your appointment, please inform the physiotherapist when you arrive. Unfortunately, they may not be able to see you as this can cause delays for patients with appointments after you.

## **Injection therapy**

If you need to have an injection as part of your treatment and you are on **warfarin**, please have your **INR checked in the 24 hours before your appointment**. Please bring your yellow INR recording book with you to the appointment.

If your INR is three or over, we will not be able to give you the injection.

If you are on any other medication that thins your blood such as **clopidogrel**, please be aware that we may need to consult your cardiologist before you have an injection.

We will always do our own assessment before you have an injection to make sure an injection is safe and appropriate for your condition. After the injection we will advise you to wait for 30 minutes in the health centre to make sure you are feeling fine.

## **How do I change or cancel my appointment?**

Please give us as much notice as possible for changing or cancelling your appointment on **01384 321492**. Please note that the Trust will discharge patients back to their GP if they do not attend and do not inform us, or if they reschedule an appointment more than twice during a course of treatment.

## **What happens at the assessment?**

- Some of the health centres do not have a receptionist or a reception area so please take a seat and you will be called through by the physiotherapist.
- If you are late arriving, please make sure you find the physiotherapist and inform them of your arrival.
- We will discuss and assess your main concerns and problems, relating to the condition you have been referred with.
- We will ask questions and assess your movements and how well the area of concern is functioning. This may involve feeling or touching the area of concern.
- We will explain how to manage your symptoms, and work with you to create a therapy plan of care.

## **Under 18 year old patients**

Children and young people under the age of 18 should come with an adult. Please note that children who are 16 and under cannot be seen unless an adult is present.

## **What happens after the assessment?**

- Your plan of care may include exercises to do at home. To get the most out of your treatment, it is important that you follow the advice and take an active role in managing your condition.
- You should make every effort to attend any follow up appointments.

## **Students**

This is a teaching Trust, and you may be seen by a student physiotherapist who is supervised by qualified physiotherapy staff. This will not affect the quality of your treatment. Please tell us if you do not want them to be present or involved.

## **What about transport?**

If you need transport, you will need to book this yourself by contacting West Midlands Ambulance Service on **01384 679047**. If you are coming by ambulance, it is a good idea to bring a drink and snack with you.

## **Can I find out more?**

If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

Therapy Services on 01384 321605 (8.30am to 4.30pm, Monday to Friday)

Russells Hall Hospital switchboard number:  
01384 456111

**This leaflet can be downloaded or printed from:**

<http://dudleygroup.nhs.uk/services-and-wards/physiotherapy-community/>

If you have any feedback on this patient information leaflet, please email [dgft.patient.information@nhs.net](mailto:dgft.patient.information@nhs.net)

**This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.**

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此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru vă rugăm sunați la 0800 073 0510.

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