

Ealing Community Referral Hub

Tel: 0300 1234 544

The telephone lines are open 24/7, with core hours between 08.00am and 18:00pm

Your GP has referred you the following community clinic:

Physiotherapy OR Musculoskeletal Interface Clinic

Please call after 2 working days to confirm that we have received your referral, to confirm your contact details and ensure that you are placed on the appropriate waiting list.

Appointments

There is a waiting list for the service to which you have been referred, which may result in a delay in the provision of your appointment. After calling us to confirm receipt of your referral and confirm your contact details, we will send you a text and/or letter when we are in a position to book an appointment for you, requesting that you call us back within the next 7 days to arrange a convenient appointment. Once your appointment is booked we will send a confirmation letter. We will also send a text reminder of the appointment to your mobile phone. If you do not wish to receive text communication on your phone please advise us as soon as you are referred by your GP. If you do not contact us as requested, you will be discharged.

Changing Appointments

If you are unable to keep your appointment, please inform the booking office **as soon as possible**, so the appointment can be offered to someone else. Please note that only one cancellation is allowed. If you cancel your appointment you must be able to take another appointment within 4 weeks of your original referral date, otherwise another GP referral will be required. **Please note if you do not attend your appointment without contacting us in advance you will be discharged back to your GP.**

Interpreters & Chaperones

If you need an interpreter please ensure that you ring the service to book or confirm the language as this information is not always included on your referral. If you would like a chaperone to attend your appointment please inform us in advance so that we can arrange one.

Transport & Wheelchairs

Transport is available for appointments at Ealing Hospital, Ealing Day Treatment Centre and Clayponds Hospital. There are strict eligibility criteria and your GP will assess if you meet the criteria. If you are eligible, we will arrange transport. Please note you must bring your own wheelchair if you use one, there are none available on site.

Musculoskeletal advice

Introduction

This leaflet is designed to provide general advice, exercises and guidance to managing your pain while you wait for your appointment with the service.

What can I do whilst I am waiting for my appointment?

- **Exercise** – Particularly for conditions which have been persisting for several months, starting some form of general exercise such as swimming, cycling or other low impact exercise can be a great help.
- **Medication** – Ensure the medication you are taking helps. If not, speak with your GP for an alternative as some people do not respond to certain medications, and some need medication targeting specific tissue i.e. nerve related pain.
- **Rest** – An acute injury needs a period of rest to allow the injured/irritated tissues to settle. This may mean stopping a painful activity for a period of time e.g. typing / lifting / walking.
- **Time** – Time is a healer. Most conditions heal within a matter of weeks / months. For example 90% of back pain settles within six weeks.
- **Don't worry**. The overwhelming majority of conditions have no serious cause even if they are very painful.

What exercises would help me?

Stay active as most musculoskeletal problems are managed by exercise to restore function as the inflammation and pain settles. Here are some helpful exercises to try whilst you wait for your appointment.

These exercises are not suited to everyone. If they aggravate your symptoms then stop and wait for your assessment or see your GP. For further information please see www.nhs.uk / www.arthritisresearchuk.org

- **Back pain** (spend up to two minutes on each exercise) – see diagram overleaf
 1. Hug your knees to your chest and hold 5 - 30 seconds
 2. Arch your back up to the ceiling and then hang down to the floor – repeat up to 15-20 times
 3. Repeatedly drop your knees side to side rhythmically and slowly with feet on the floor

1.

2.

3.



- **Leg pain**

1. Keep knee straight, lift leg and hold 5 - 20 seconds
2. Sitting – lift foot and straighten knee – Hold 5 - 20 seconds
3. Lying – slide foot back and forth for two minutes

1.



2.



3.



- **Arm pain (spend up to two minutes on each exercise)**

1. Let the arm hang and then swing the arm back and forth
2. Repeatedly slide your hand up and down a wall
3. Place your hand on a table and slide it back and forth

1.



2.



3.



How to give us feedback

We want to provide a great service that helps you when you need it. That's why we welcome any feedback about the care you receive to make improvements or do more of what you like.

If you would like to give us feedback or have any concerns, please feel free to contact the team directly.

You can also call us on 0300 12345 44, if you have any comments, questions or concerns. These will be shared with the team managers, or can be registered as a formal complaint.

In addition, you can provide feedback through the national Care Opinion website: www.careopinion.org.uk or you can call Care Opinion in confidence on 0800 122 31 35

For a translation of this leaflet or for an English version in large print, audio or Braille please ask a member of staff or call 0300 12345 44.

Community Musculoskeletal Service

Helping you to manage your pain, increase your ability to function and regain your independence

How can the Physiotherapy Service help me?

The service provides assessment and treatment for adults with problems with their muscles, ligaments, tendons, joints, discs or nerves.

“We can help with a variety of conditions, from acute problems such as a twisted ankle, to longer term conditions, such as back pain or arthritis.”

We have a highly skilled team of staff to make sure that you get the most appropriate care within a local community setting.

We aim to improve your strength, mobility and independence, giving you the power to understand and better manage your condition. As well as treating a specific injury or illness, we will also assess and identify ways to help improve your general well-being and quality of life.

Who works in the musculoskeletal team?

Physiotherapy

Our experienced team of physiotherapists have recognised professional qualifications and are experts in exercise therapy and manual therapy. They are skilled in helping you to regain movement and strength following illness, accident, injury, or as a consequence of the ageing process. We will assess how your condition affects your health and well-being and will work with you to help set and achieve personal goals to support your return to fitness.

Extended Scope Physiotherapy (ESP)

Our therapists have expert treatment and diagnostic skills for more complex problems. They are able to order investigations such as blood tests, X-rays, scans, and may also use joint injections to help you, or refer you to other specialists if required.

Musculoskeletal Physicians and Consultants

We also have a range of musculoskeletal physicians and orthopaedic consultants working within the service. If you need a specialist medical opinion or a surgical opinion your physiotherapist or ESP will refer you to one of these specialist doctors.

Group Classes

The service also operates a range of group classes which your therapist can arrange.

Transport & Wheelchairs

Transport is available for appointments at Ealing Hospital, Ealing Day Treatment Centre and Claypolds Hospital. There are strict eligibility criteria and your GP will assess if you meet the criteria. If you are eligible, we will inform your GP of the appointment date and time and your GP will arrange transport to and

from the first appointment. Subsequent journeys will be booked by the service. Please note you must bring your own wheelchair if you use one, there are none available on site.

What will happen at my first appointment?

Your physiotherapist will ask you to describe your problem and talk about your medical history. A physical examination may be necessary to make a clinical diagnosis. Staff will work with you to make an effective treatment plan that will take into account your lifestyle and general health.

How long does a treatment session last?

Your initial assessment will usually last for 45 minutes and any follow-up treatment sessions will last up to 30 minutes. Please try not to be late for your appointment, as we aim to be punctual with all patient appointments.

What will I have to wear?

You may be asked to remove some items of clothing so that the therapist can assess or treat you. Please wear suitable underwear or bring appropriate clothing with you, so that you are comfortable in exposing the area that requires treatment e.g. bring shorts for lower limb treatment. If at any time you feel that you need a chaperone please do not hesitate to ask your therapist or doctor.

How to find us and make an appointment

If you feel that you have a condition that we can help you with, the first thing to do is contact your GP.

We aim to provide you with the right treatment, in the right place, at the right time and make it easier for you to see us by providing services in the following local community sites.

Most of our appointments are offered from:

- **Ealing Hospital**, Uxbridge Road, Southall, Middlesex UB1 3HW
- **Clayponds Hospital**, Sterling Place, Off Clayponds Avenue, South Ealing W5 4RN

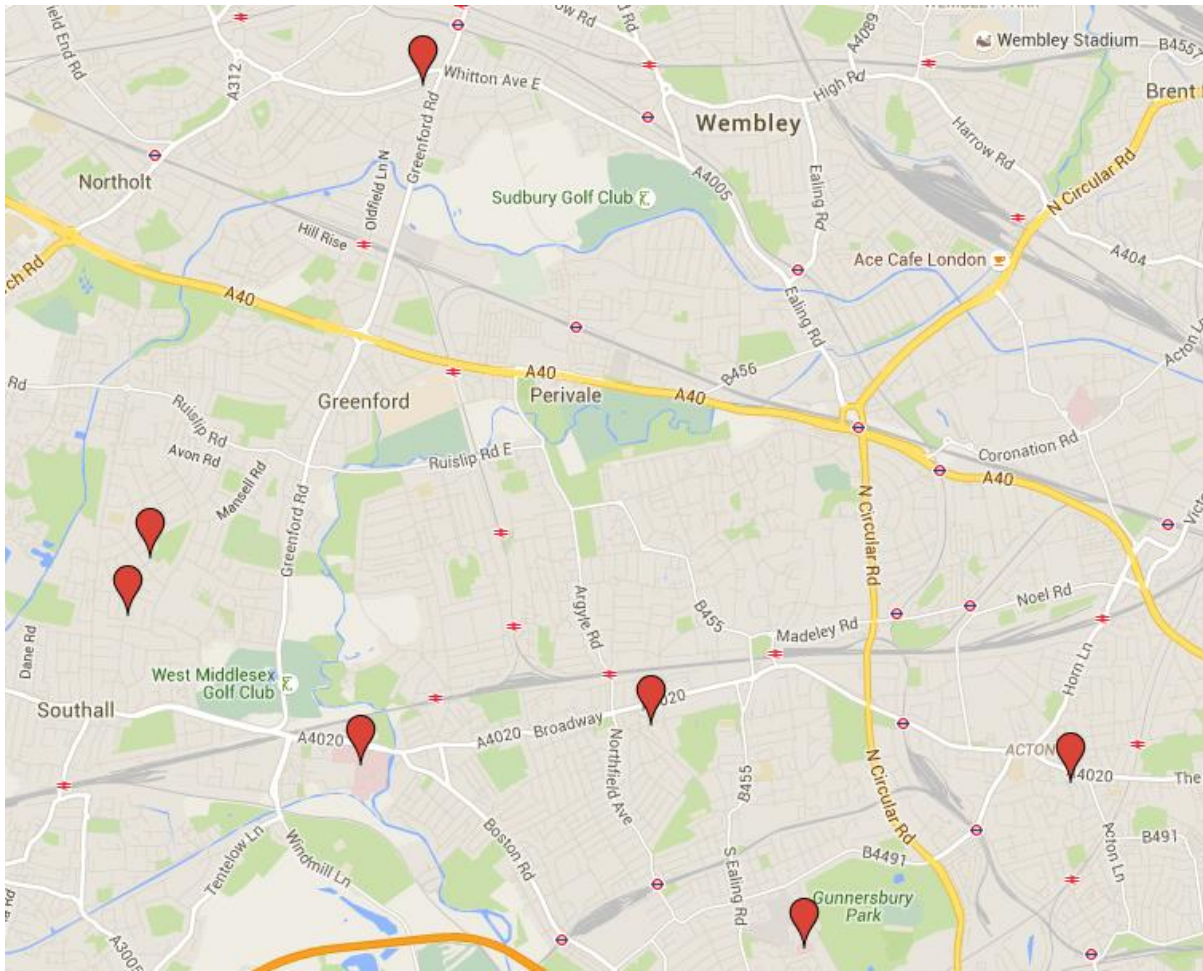
We also offer some appointments at:

- **Ealing Day Treatment Centre**, Britten Drive, Southall UB1 2SH
- **Jubilee Gardens Health Centre**, Jubilee Gardens, Southall, Middlesex UB1 2TJ
- **Greenford Green Clinic**, Wadham Gardens, Greenford, Middlesex UB6 0BP
- **Acton Health Centre**, 35-61 Church Road, Acton W3 8QE
- **Mattock Lane Health Centre**, 78 Mattock Lane, Ealing, Ealing, W13 9NZ

Not all services are available at every site. The service will always endeavour to offer patients their first choice of clinic location where possible within 2 – 4 weeks of referral.

These different sites are also shown on the map below which can be accessed online at:

<https://goo.gl/G0Xeec>



If you have difficulty communicating in English, we can arrange for an interpreter to attend your appointment. It is important to use a professional interpreter rather than a family member to ensure that you fully understand the health advice you are given.

If you are unable to attend an appointment with the service, please contact us as soon as possible on: **0300 1234 544**.

If you are unable to attend a **follow up** appointment, please contact us on 020 3893 8533. Please give us at least **24 hours** notice of your cancellation, so that the appointment can be offered to someone else. Our policy is that patients who do not contact us to advise that they cannot attend their appointment will be discharged back to the care of their GP.

How do I know that I am getting the best treatment?

All of our treatments are based on the best available evidence. We follow government guidelines and our own professional guidelines to help us manage your symptoms effectively and maximise your potential for recovery.

We want to know what our patients think of us...

Please contact us with any positive or negative comments about our service.

How to contact us:

Community Musculoskeletal Service

Clayponds Hospital
Sterling Place

South Ealing
London, W5 4RN
Tel: 020 8232 3393