



Patient and GP support

Our support team are here to help you, if you have any queries or questions regarding your care, please get in touch **0115 7401001**

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

Nottingham MSK Assessment and Treatment Service welcomes comments and feedback from people who use our services.

You can contact us via Nottingham University Hospital's (NUH) Patient Advice & Liaison Service (PALS)

Mon - Fri, 9.30am - 4.30pm at:

**QMC,
Derby Road
Nottingham
NG7 20H**

Tel: 0800 183 0204

**City Hospital
Hucknall Road
Nottingham
NG5 1PB**

Tel: 0800 052 1195

Email: pals@nuh.nhs.uk

Minicom: 0800 183 0204

If using your mobile please call:

City Hospital: 0115 9691169 ext. 59671

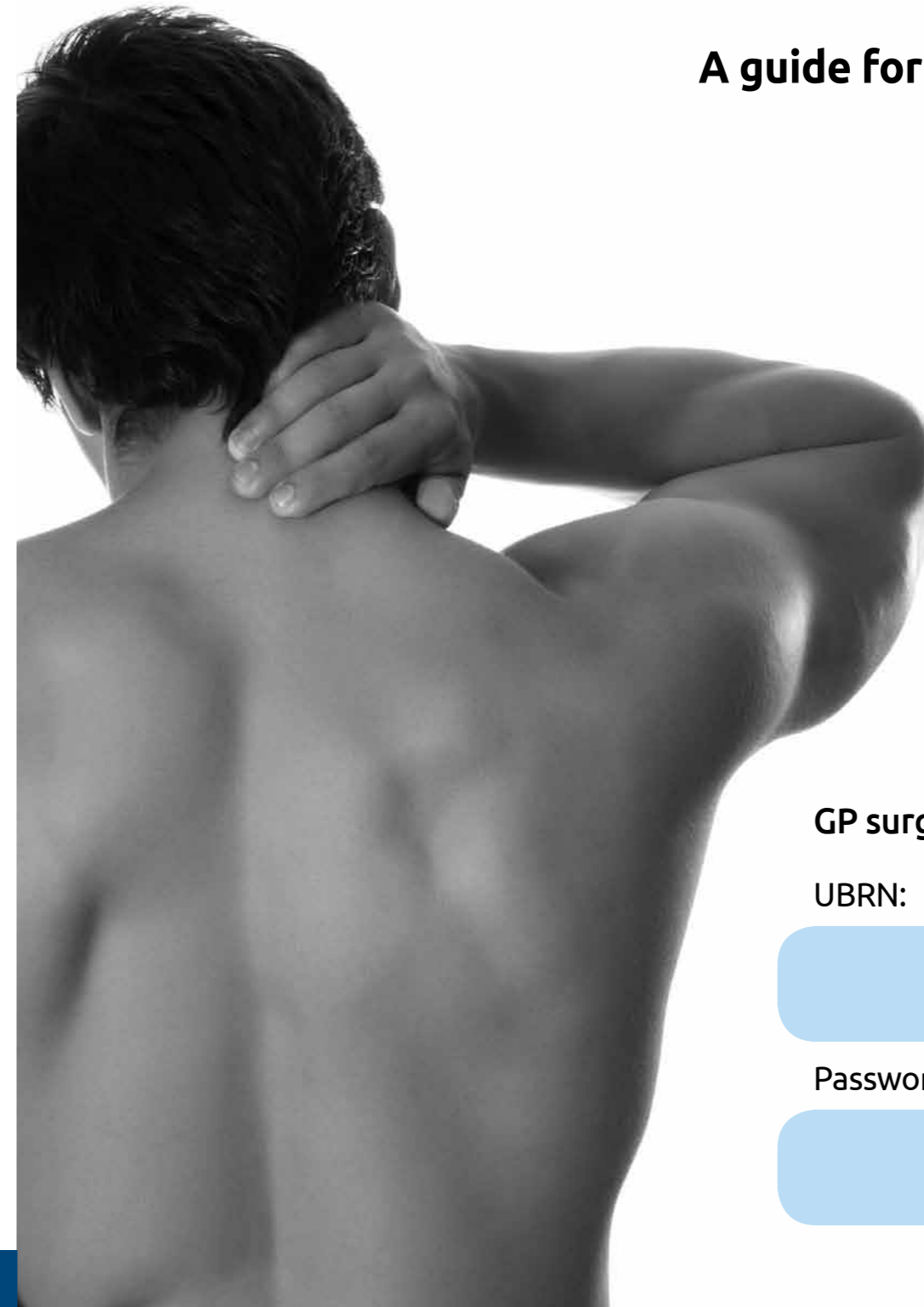
QMC: 0115 924 9924 ext. 65412 or 62301

By post:

**NUH NHS Trust
c/o PALS
Freepost
NEA 14614
Nottingham
NG7 1BR**

Nottingham MSK Assessment and Treatment Service

A guide for patients



GP surgery to provide:

UBRN:

Password:

The Nottingham MSK Assessment and Treatment Service is for all patients with Musculoskeletal (MSK) problems. This may include disorders of your:

Bones | Soft tissues | Muscles | Joints | Ligaments

This is an NHS service provided by a new partnership between Nottingham University Hospital NHS Trust and Connect Physical Health. The service brings together all the skills and resources needed to assess, diagnose and treat you at GP Practices or Health Centres in the local community.

Why have I been referred to the service?

MSK conditions can be treated in a variety of ways and many conditions can be diagnosed and treated in the local community without the need for you to go to hospital for an operation.

Our priority is to get you to the most appropriate NHS healthcare professional or service as quickly as possible so you receive the right treatment for your condition. All referrals to this service involve an initial referral 'assessment', where a clinician will assess your GP's referral with their expert knowledge of MSK conditions and will advise where and by whom you should be treated.

Your new Nottingham MSK Assessment and Treatment Service

How it all works...

1. All referrals to this service are via your GP.
2. In most cases your GP will refer you via the online NHS booking system called 'Choose and Book' in which case you will be given a number (UBRN) and a password.
3. Please make a note of your UBRN and password on the front of the patient guide for future reference as it is used to identify you during your care.
4. Please allow 3 working days for your GP to process your referral. After this time, please call us direct on **0115 7401001**
5. You will be asked to quote your UBRN and password and this will 'activate' your referral on Choose and Book.
6. Our friendly support team will register you and you will be advised that we will contact you within 5 working days with an appointment once one of our clinicians has 'assessed' your referral and recommended which service would be most appropriate for you.

Physiotherapy

NMATS

Minor Surgery

Hospital

Other NHS Service

Who works in the service?

Our expert team is staffed by;

- ESP (Extended Scope Practitioners)
- Consultant Orthopaedic Surgeon
- SEM (Sports & Exercise Medicine Consultant)
- ESP Pain Specialists

What will be the outcome when you have assessed my referral?

We will either recommend you have an appointment with one of the following services that we deliver or in some cases we will refer you directly to hospital, direct to another NHS service or back to your GP with guidance.

Our services:

Nottingham Musculoskeletal Assessment and Treatment Service (NMATS) is a service for patients who typically have more complex MSK conditions which may or may not require surgery. Our MSK team consists of ESPs and Consultants who can also provide a range of treatments in the local community.

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 a t-shirt, shorts, jogging bottoms and underwear that you are comfortable being assessed in.

Where will I be seen?

Our clinics are situated in various local community locations. You will be offered the earliest appointment available in a venue to suit you e.g.

- Peacock Health
- Stapleford Health Centre
- Torkard Hill Medical Centre
- Plains View Surgery

Treatments may include:

- **Exercise** - programmes and classes to help you improve movement, increase flexibility and strengthen muscles
- **Mobilisation/Manipulation** - techniques to reduce pain and increase movement
- **Soft tissue** - techniques to reduce pain and increase the flexibility of soft tissues including muscles, ligaments or tendons
- **Modalities** - specialised equipment used to help reduce pain and restore movement
- **Injection therapy** – For joint and soft tissue conditions

Tests:

Following your face-to-face assessment, if clinically appropriate, you may be referred for investigations such as X-Rays, blood tests or scans. Your clinician will discuss this with 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.

Important information:

Attending your appointment or informing us in good time if you need to cancel keeps waiting times low and reduces NHS costs. 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 your appointment 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.

Hospital transport is available to patients who are physically unable to make their own way to their appointment and who meet the relevant criteria.