

You have the right to request access to your medical record. To apply for access please write to us at the address provided.

### Non-English speakers

Copies of this guide are available in other languages. Please contact us directly stating which language you require the guide in.

### Notice to patients

All care that we provide is confidential. Although you have the right to receive healthcare, we ask that you treat our team with respect to ensure that you and all other patients are treated safely and quickly.

Please ask at reception for a copy of our Patient Rights and Responsibilities leaflet.

### How to make a complaint

If you wish to make a complaint about the service you have received then please contact us at the address provided.

Alternatively, please ask at reception or visit our website for a full copy of our complaints policy.

### Patient feedback

We welcome your comments. Please write to us at the address provided.

You may be given a patient survey after you have been seen by a clinician. It is useful to hear your views on the service and your comments help us to keep making it better.

### Contact details

New Road Surgery  
46 New Road  
Bromsgrove  
B60 2JS

**Tel:** 01527 872 567

**Fax:** 01527 882 549

[www.assuravertisllp.co.uk](http://www.assuravertisllp.co.uk)  
[www.assurawyreforestllp.co.uk](http://www.assurawyreforestllp.co.uk)

# Musculoskeletal Service

## Patient Information Guide



## Who is the service provider?

The Musculoskeletal (MSK) Integrated Clinical Assessment and Treatment (ICAT) Service is provided by Assura Vertis and Assura Wyre Forest; a partnership between local GP practices and Assura Medical Limited. It is an NHS service and is free to all patients referred into the service. We are working in partnership with Worcestershire Acute NHS Trust to provide this service.

## What does the service offer?

The service offers consultation, advice and treatment to quickly assess your problems with joints, soft tissue or muscles, which may require hospital treatment but can often be managed with immediate treatment in the service. The service aims to provide you with a diagnosis and treatment plan to enable you to best manage your specific needs.

## What do we treat?

We treat any musculoskeletal joint or soft tissue problem that has not responded to self management or therapy such as shoulder pain, hip, knee or foot pain including arthritis.

Other joint problems treated include: frozen shoulder, muscle tear/strain/sprains (including ankle/knee sprains) and knees locking/giving way.

## How do I get an appointment?

If your GP thinks you need to be seen in the MSK ICAT Service, they will tell you about all of the local services that you can choose from. If you decide to use our service you will be referred by your GP. Once your details have been received they will be reviewed by a clinician and a decision will be made about the most appropriate clinician for you to see. You will then be contacted by our team to make an appointment.

Once you have made an appointment you will receive a letter confirming the appointment details.

If you require an interpreter then please indicate this at the time you book your appointment.

## How do I cancel or change my appointment?

If you cannot attend your appointment, or have any queries, please contact us on the telephone number provided on the back of this leaflet.

Please help us to treat more patients by notifying us as soon as possible if you are unable to attend a booked appointment.

## Where do I go for my appointment?

When your appointment is made you will be sent a confirmation letter with address details.

If you want to have someone with you during your appointment then you can request a chaperone. This could be a trained member of our staff or a person of your choosing who is over 18 years old. The clinician will consider whether or not it is appropriate for a relative or friend to act as a chaperone and may ask for a member of staff to also be present. Please let us know before your appointment if you would like a chaperone to be present.

If either the patient or the clinician wishes a chaperone to be present or either is uncomfortable with the choice of chaperone, the appointment may be delayed to a later date when a chaperone or alternative chaperone is available.

If you need to bring children with you, please arrange for someone to supervise them whilst you are with the clinician. Unfortunately we cannot allow children (including babies) to accompany you into clinical areas unless they are also a patient.

## What happens during my appointment?

During your first appointment the clinician may need to examine you. For this reason you should wear loose clothing. Please bring a list of medication you are currently taking.

It is unlikely that during your first appointment the clinician will undertake any procedures. Some patients may require an injection into a joint, this may occur at the first, or a later, appointment. If this happens, the clinician will inform you of the procedure in detail.

The clinician will agree a treatment plan with you and this may include surgery or further appointments.

We take the dignity and privacy of patients very seriously and will at all times respect your confidentiality. All appointments are carried out in a private room away from the reception area.

## How long will my appointment take?

You should allow up to 30 minutes for a first appointment, however some appointments may take less time than this, and follow up appointments will usually take 15 minutes.

## Who will I be seen by and how do I know that they are qualified to treat me?

Each clinician is registered with a professional body and has undertaken specific training.

Each member of staff has to provide evidence of their registration, training and criminal record status prior to being able to work with patients.

## Will information regarding my treatment be recorded and sent to my GP?

Information regarding patients is recorded on a clinical system and is confidential. We will inform your GP, in writing, of your consultation and results and send a written report unless you ask us not to.