

# Herts Valleys Integrated Musculoskeletal (MSK) Service

## Physiotherapy

### A patient guide

## Our service

Connect provide a large integrated MSK Service on behalf of the NHS across multiple locations in West Hertfordshire. We accept referrals from any hospital (providing your registered GP practice is within the Herts Valleys CCG catchment area), local GP's and other community services.

Connect Health's specialist services cover:

- Physiotherapy
- Hand Therapy
- Podiatry
- Orthopaedic (CATs)
- Pain Services
- Chronic Fatigue Syndrome Services
- Rheumatology
- Postural Stability

## What is Physiotherapy?

Musculoskeletal (MSK) Physiotherapy refers to the assessment and treatment of patients who have any injury, disease or problem that relates to muscles, bones, joints and peripheral nerves. The mainstay of effective physiotherapy is advice and guidance around activity and exercise that is likely to benefit your specific problem/s. This can be supplemented by:

- Health and Wellbeing advice
- Hands-on treatment
- Exercise sheets, videos, web-based resources
- Online resources via [hertsvalleys.connecthealth.co.uk](https://hertsvalleys.connecthealth.co.uk)

## What to expect if I am being referred to Connect

Your referral will be sent to Connect electronically and registered on Connect's system within 2 working days.

Within a further 2 working days this referral will be reviewed by a member of Connect's specialist team to decide how quickly you should be offered an appointment, and by what medium.

On day 5 (or sooner) you should expect a phone call from Connect to make your appointment (the call may come from a withheld number):

- Urgent patients will be offered an appointment within 2 weeks
- Routine patients will be offered an appointment within 4 weeks

Based on the information provided in your referral and following review by Connect's specialist staff, you will be offered either:

- A telephone appointment (PhysioLine). This will be a consultation with a qualified physiotherapist, to provide early advice and guidance on how to manage your current condition
- A face to face appointment in the service at a location of your choosing. Please note: some locations have longer wait times than others, therefore some flexibility for initial appointments is required to ensure you are seen in a timely fashion

If we are unable to contact you successfully we will do one or more of the following:

- Leave you a voicemail if able
- Send you a text message requesting you contact us ("MSK Service")
- Send you a contact request letter

## Future options

Following your initial appointment in the Connect service, you could try a number of approaches to help with the management of your condition:

- Traditional one-to-one physiotherapy in a clinic
- Gym-based rehabilitation in a centre with more specialist equipment
- Continued telephone advice and guidance supported by web-based information
- Educational seminars to help support you to understand more about your condition and how to manage it
- Transfer into one of Connect's other specialist services if appropriate



If you would like to discuss your referral in more detail, please phone Connect on **01442 913356**



Further advice and guidance can be found online via **[hertsvalleys.connecthealth.co.uk](https://hertsvalleys.connecthealth.co.uk)**