

Herts Valleys Integrated Musculoskeletal (MSK) Service

Postural stability 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 Postural Stability?

Postural Stability rehabilitation is an evidence-based exercise programme proven to help to prevent and reduce the occurrence of falls for those aged 65 years and over. The Postural Stability service helps to increase participant's strength, balance and confidence thus helping to improve participants mobility, confidence and independence. The Postural Stability service can provide:

- An individual assessment by a qualified therapist-over the phone or in person, to ensure you are suitable for the program and your goals are discussed
- A 12-week exercise programme at varied locations including local health clinics or fully equipped local gyms
- Telephone follow up following completion of the programme to provide continued support
- Health and Wellbeing advice and provision of community resource information.
- Exercise sheets, videos, web-based resources

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):

- Patients will be offered an appointment within 6 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



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**