

Our service

Your Rheumatology care is now being provided by Connect Health who are the largest providers of Musculoskeletal Services in the country. The pilot and other successful community models elsewhere in the country helped to form this model of care. Patients received their care from a consultant nurse which prevented the need for them to travel to a main hospital site for routine medical consultant care. This freed the medical consultants to manage complex, sick patients and to speed up the process for new patients who were awaiting an initial diagnosis. As this is a new service it has given us a unique opportunity to design and deliver care differently, with the needs of the Rheumatology patients at the forefront of our minds.

What it means for our patients

As a patient of the community service you will benefit from a number of key features including:

- Appointments close to home, with free parking and good public transport links
- A choice of venues available for your appointments
- Comprehensive assessment of health risks including heart disease, stroke, and risk of breaking a bone
- An opportunity to attend education sessions to improve knowledge of your condition and many other aspects relating to the management of your long term condition
- A 24hr guaranteed call back service for advice and help
- Access to a range of exercise classes designed specifically for people with arthritis
- We have a dedicated call team who will manage
- this from **Monday - Friday between 8.30am - 5pm.**
- You will be provided with a hand held record so you can record any issues, keep a check on your blood and x ray results and it will form a useful resource of information about medication and useful facts about your condition
- Access to urgent appointments (within 48 hours)
- Work in an integrated way with your GP to ensure you receive "joined up" care

To contact the specialist team, you only need to make a phone call to **01223 603 986**

If the specialist team think a face to face review is needed this will be arranged when they speak to you and will usually take place within 48 hours.

Monthly Education Groups

Evidence shows us that by ensuring patients are provided with quality education and information about their condition, they can better self-manage, cope with flares of disease and are more confident when accessing help. Therefore, monthly education groups have been arranged throughout the local area and you will be provided with a list of dates when you attend clinic. Having an opportunity to discuss strategies and issues with fellow patients in a positive, constructive way can be incredibly helpful and can lead to improved outcomes and quality of life.

