

IMPORTANT INFORMATION

Patients over 18 years-old

This service is only available to Patients over the age of 18 and registered with a North Kirklees GP.

Patients with additional needs

If the Patient is vulnerable, or has a disability, or mobility problems, then please advise us when you book their appointment.

Interpreting Support

If you require an interpreter, please advise us which language when you book your appointment.

Keep us informed

If you need to change or cancel your appointment, please call the service at least 48 hours prior to your appointment, so it can be offered to someone else. This keeps waiting times low and helps reduce NHS costs.

Don't be a DNA

If you Do Not Attend (DNA), or you are late to your appointment without notifying us, you may be discharged from this service.

Diagnostics Tests

After your assessment, your clinician may feel that you warrant further investigations, tests or specialist opinions. At this point they make a referral to our specialist in-house CATS team. They will arrange an expert assessment and create a care management plan with you.

PATIENT AND GP SUPPORT

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

01924 792 075

Lines are open Monday to Friday between 8.30am and 5.00pm.

DATA PROTECTION AND PATIENT CONFIDENTIALITY

Patients and Clinicians can be assured that the protection of privacy and confidentiality are given the highest priority, with all personal information being collected, held and used in strict compliance with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018.

COMMENTS, COMPLAINTS AND SUGGESTIONS

North Kirklees Integrated MSK and Pain Service encourages feedback from its patients on their experiences with the services they have received.

If you wish to make a suggestion, compliment or a complaint about any part of the service, then please call **01924 792 075** and ask for our Customer Service Manager or access further information on how to do so via our website:

www.connecthealth.co.uk/contact

North Kirklees Integrated MSK and Pain Service

PATIENT GUIDE



Are you suffering from **muscular/joint pains** or **peristent pain?**

Our service brings together specialist musculoskeletal (MSK) and persistent pain clinicians to assess, diagnose and manage your condition. We treat a range of MSK conditions involving bones, soft tissues, muscles, joints, ligaments.

OUR SERVICES

North Kirklees Integrated MSK and Pain service includes;

- PhysioLine: detailed telephone assessment with a physiotherapist to help us direct your care.
- Physiotherapy: Face-to-face rehabilitation with a physiotherapist.
- Rehabilitation Therapy: Gym-based rehab with one of our specialist therapists.
- Pain Management: A one-to-one appointment with a Pain Specialist.
- Pain Management Programme: A specially designed group to help you understand and manage your persistent pain.
- CATS: A specialist MSK clinic that provides expert assessment, advice, signposting to surgery and injections/imaging as required.
- In-house Orthopaedics: A specialist assessment for total hip and knee replacements.

HOW DO I MAKE AN APPOINTMENT?

All referrals to this service are made through your GP - here is what you need to do.

- Speak with your GP
- Your GP will then refer you into the relevant area of the service

WHAT SHOULD I EXPECT?

At your first appointment, you will be clinically assessed. You will be asked questions about your

symptoms and may be required to carry out a number of movements to determine the cause of pain.

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

WHERE WILL I BE SEEN?

The clinics are spread across North Kirklees including: Dewsbury, Liverness and Cleckheaton. You will be offered the earliest appointment available but you will also be given a choice of venues so you can choose a location which is best for 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.



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