

Important information:

Patients under 18 years-old:

This service is only available for Patients over the age of 18 and registered with a 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.

Transport:

If you require hospital transport, please advise us when you book your appointment.

Translation Support:

If you require a translator or sign-language interpreter, please advise us 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 patient waiting times low and helps to 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.

Patient and GP support

Our support team is here to help you, if you have any queries or questions regarding your Physiotherapy or Podiatry care, please call **0207 871 0545**

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

Camden Community Physiotherapy Service encourages feedback from its patients on their experiences with the services they have received.

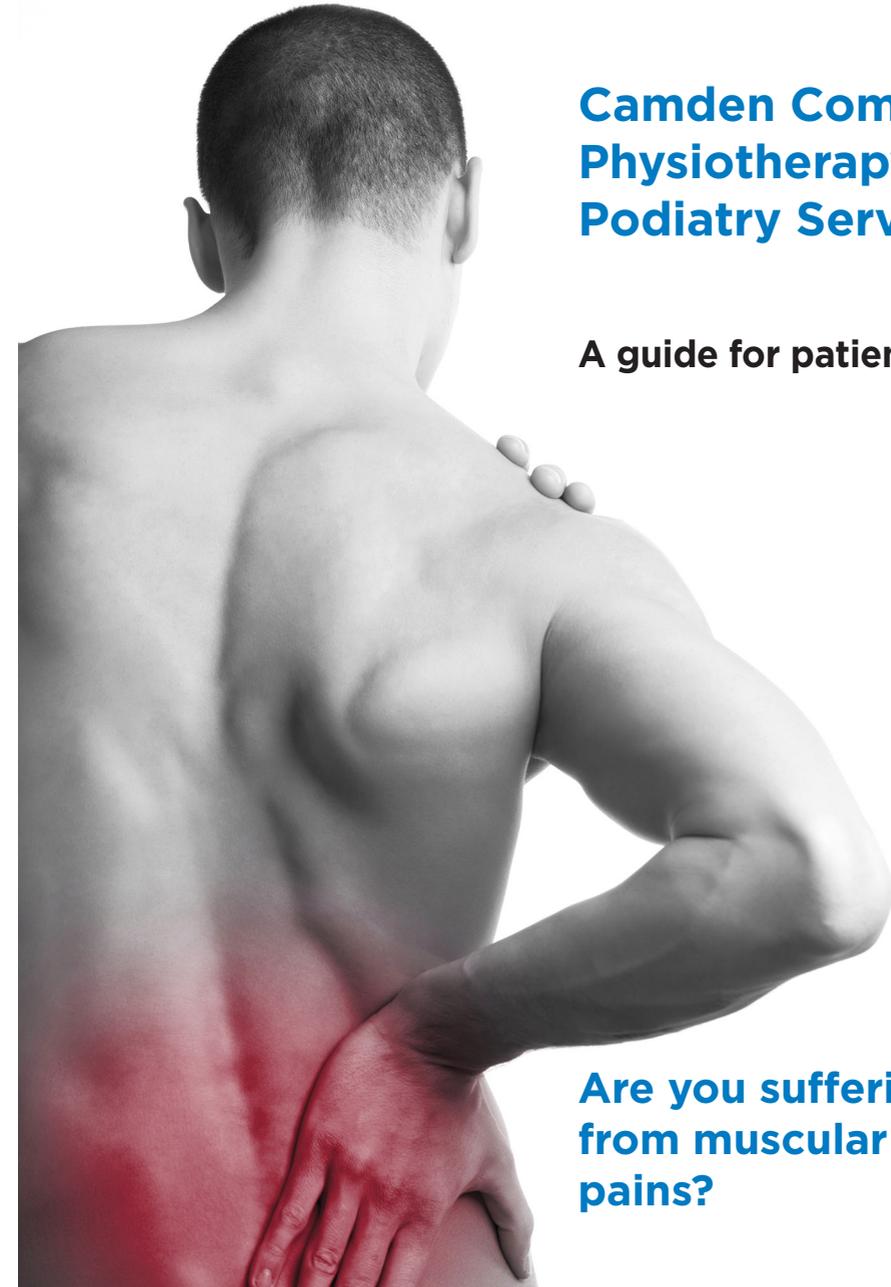
If you wish to make a suggestion, compliment or a complaint about any part of the service, then please call Referral Management Centre on **0207 871 0545** and they will direct your call, or access further information on how to do so via our website:

www.connecthealth.co.uk/contact



Camden Community Physiotherapy and Podiatry Service

A guide for patients



Are you suffering from muscular or joint pains?

Our service brings together specialist musculoskeletal (MSK) clinicians to assess, diagnose and manage your condition at health centres and GP surgeries in your local community. We treat MSK conditions involving bones, soft tissues, muscles, joints, ligaments.

The service can also help those who are struggling to manage day to day tasks and are finding it difficult to work as a result of their pain. Speak to your GP today about how our MSK service could help you.

How do I access the service?

- You can self-refer for general physiotherapy without seeing your GP by calling **0207 871 0545**
- Or you can be referred by your GP

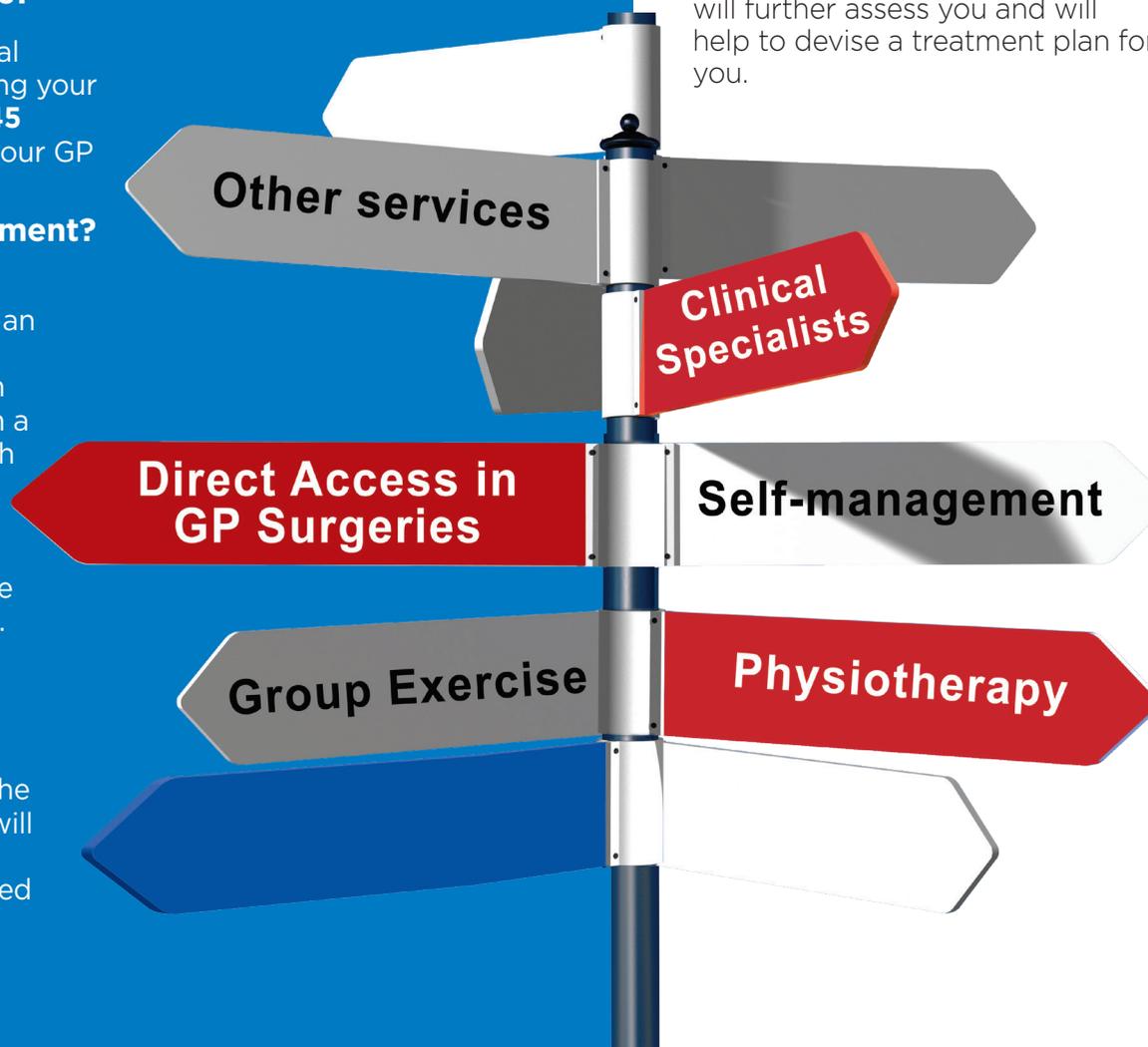
How do I make an appointment?

If you want to refer yourself:

Call **0207 871 0545** to arrange an appointment. An administrator will register you and arrange an initial appointment for you with a chartered physiotherapist which may be over the telephone. The physiotherapist will ask you a number of questions to determine the most appropriate management of your condition.

Referred by your GP

Make an appointment to see your GP who will decide if you may benefit from a referral to the service. If appropriate, the GP will send a referral via 'Choose and Book'. You will then be contacted by the service to arrange an appointment.



What should I expect?

Your first appointment will most likely involve a telephone assessment by a physiotherapist. These calls usually last about 20 minutes and will be from a withheld number. You will be asked questions about your symptoms, activities, work, etc. You may then be referred to see a physiotherapist, a specialist podiatrist, or rehab therapist who will further assess you and will help to devise a treatment plan for you.

Your treatment plan may include a variety of specialist treatments which will be discussed with you and delivered in a clinic or group setting to help you to return to your usual activities. Your treatment plan will also include advice and specific exercises to help you to self-manage your condition.

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 located in local health centres and some GP practices within the Borough of Camden. 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 the clinician feels that you may need an operation or that you need to see a consultant at a hospital, you may be referred to see a specialist via the Camden MSK hub.