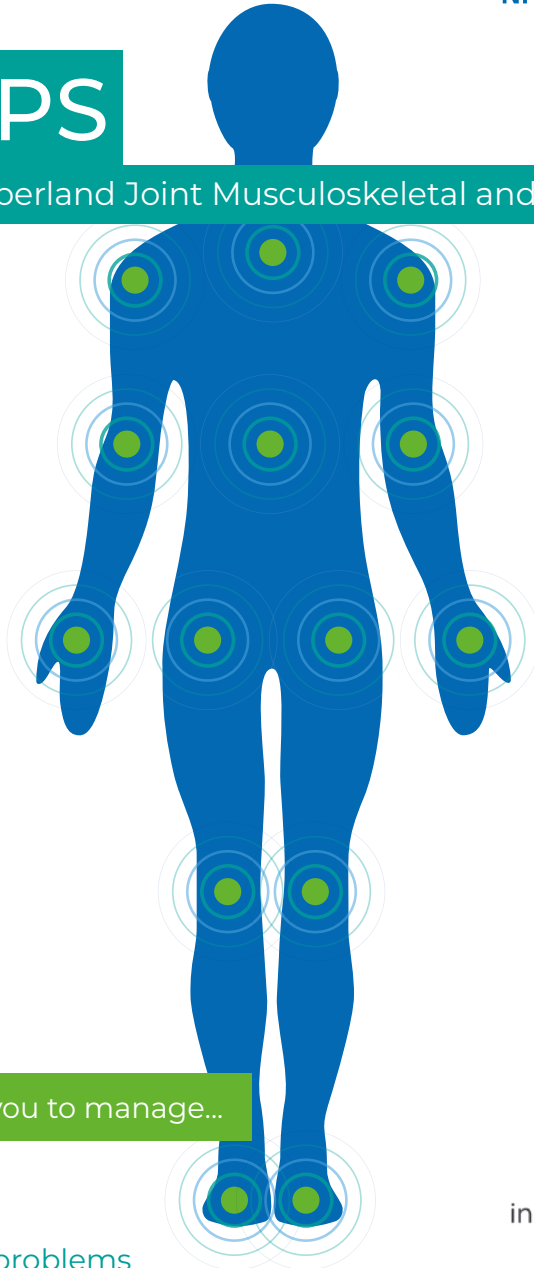


# JMAPS

Northumberland Joint Musculoskeletal and Pain Service



We can help you to manage...

- Back pain
- Sciatica
- Soft tissue problems
- Joint pain
- Persistent musculoskeletal pain conditions

in partnership with



**If you are experiencing musculoskeletal aches and pains or persistent pain, the Northumberland Joint Musculoskeletal and Pain Service (JMAPS) can help you manage your condition.**

**Specialist staff including musculoskeletal physiotherapists, clinical psychologists, specialist nurses and rehabilitation therapists can assess, advise and support you to manage your condition with the aim of improving your health and wellbeing.**

### **How do I get referred?**

**This service is for patients aged 16 or over.**

- You can self-refer into the service. Please call **03301 244 652**. A member of our team will take your details and book you into a telephone assessment appointment with a chartered physiotherapist.
- Your GP will need to refer you into the service if you have a condition that requires specialist assessment or you have a persistent pain condition that requires assessment in the living well with pain service.

### **How will my condition be managed?**

For patients with persistent pain, you will be offered advice and support on pain management and lifestyle choices.

If you have musculoskeletal aches and pains you might be given information to enable you to manage your condition or you may require a face-to-face appointment with a physiotherapist or advanced physiotherapy practitioner.

Your care plan will vary depending on your condition but this may include self-care advice, exercise therapy (rehabilitation programmes), manual therapy, soft tissue and joint injection therapy and appropriate pain management strategies.

### **Where will I be seen?**

If you have a musculoskeletal condition you may not need to come in for an appointment but be provided with enough information over the phone.

If you do need a face-to-face appointment, for instance if you have persistent pain, this can be done at clinics in community hospital locations and health centres across Northumberland.

You will be given an appointment time and day to suit you and a choice of location that is nearest to you where possible.

### **How can I prepare for my appointment?**

If you need to come and see us for a physiotherapy assessment we may need to examine you so we recommend that you wear comfortable, loose-fitting clothing.

If you require a chaperone, or any additional assistance, please contact the service before your appointment date so we can arrange this.

You may find it useful to write down two or three important questions you would like to discuss during your appointment.

### **How do I change my appointment?**

If you need to re-arrange or cancel your appointment please let us know at least 48 hours beforehand. This allows us to offer it to someone else.

If you fail to attend an appointment without notifying the service then you will have five days to contact the service to re-book your appointment. If you fail to contact the service within five days following the missed appointment then this will result in your discharge from the service. You will require a GP referral to re-access the service.

### **What happens if I need to be referred to another service?**

If you need to be referred from the Northumberland Joint Musculoskeletal and Pain Service to a specialist in a hospital, we will arrange this for you and discuss with you your preference of where you wish to be seen for your treatment.

If you need to get in touch regarding your care please contact us on **03301 244 652**

## Alternative formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on **03 44 811 8118**

## Other sources of information

### NHS 111

### NHS Choices

[www.nhs.uk](http://www.nhs.uk)

### NICE (National Institute for Health and Clinical Excellence)

[www.nice.org.uk](http://www.nice.org.uk)

### Patient Advice and Liaison Service (PALS)

Freephone: **0800 032 0202**

Text: 01670 511 098

Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

### Northumbria Healthcare NHS Foundation Trust

General Enquiries - **03 44 811 8111**

[www.northumbria.nhs.uk](http://www.northumbria.nhs.uk)

**Data protection** Any personal information is kept confidential. There may be occasions where your information needs to be shared with other care professionals to ensure you receive the best care possible.

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