

A photograph showing a physiotherapist (a young woman with dark hair) and an elderly patient (a woman with short white hair) sitting on a black mat. They are both smiling and looking at a tablet computer. The physiotherapist is holding a white marker. The background is a blurred indoor setting, possibly a gym or a physiotherapy clinic.

# Useful information about our service

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**PATIENT GUIDE**

Service provided by:

**Our service brings together specialist musculoskeletal (MSK) clinicians to assess, diagnose and manage your condition at convenient venues in your local community. We treat MSK conditions which are conditions involving bones, joints and soft tissues.**

**Berkshire West AQP Physiotherapy Service is for people with musculoskeletal conditions. Our team includes specialist clinicians covering all musculoskeletal specialist areas, who can provide a comprehensive assessment and a range of treatments and management plans in a community setting.**

**Our aim is to get you an appointment with the right person quickly, to enable management of your condition as early as possible.**

## **HOW DO I MAKE AN APPOINTMENT?**

### **GP Referral**

You can make an appointment to see your GP who can then refer you into the MSK service.



## **WHAT SHOULD I EXPECT?**

### **PhysioNow® powered by Phio**

You may be asked to complete a short online assessment once you have been referred to our service. This helps us capture important information about your condition to enable us to get you quick access to the best care to support the management of your pain or injury. If you are not able to complete an online assessment for any reason, we will be more than happy to offer you a telephone or alternative type of assessment.

### **Initial Assessment**

You may be offered a telephone or video assessment, carried out by a Physiotherapist, who will ask questions about your condition to make a provisional diagnosis, and provide instant treatment advice so that you can begin to manage your condition as early as possible. This assessment will last about 20 minutes and you will be given an hour time slot in which our clinicians will call you. Sometimes this call can be from a withheld number.

If telephone or online access is not suitable for you, we can arrange an appointment for you in one of our clinics.

## Treatment Plan

Following your online and/or telephone assessment, your clinician will advise the best course of action for you and your condition. Your bespoke management plan may include a variety of specialist treatments which will be discussed with you and will be delivered in a clinic or group setting to help you to return to your usual activities. Your management plan will also include advice and specific exercises to help you self-manage your condition.

## WHAT TO WEAR

During your assessment you may be required to carry out several movements, therefore we recommend you wear suitable loose-fitting clothes 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 your local community. 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.

You will be offered the earliest appointment available at either:

Bradfield Sports Complex  
Bradfield  
Reading  
RG7 6BZ

London Street Surgery  
72 London Street  
Reading  
RG1 4SJ

## OUR SERVICES

GROUP EXERCISE

PHYSIOTHERAPY

SELF-MANAGEMENT

Delivering you  
the right care,  
right place,  
right time.

OTHER SERVICES

## CONTACT INFORMATION

0118 9090822

Opening hours: 8.30am to 5.00pm

[www.connecthealth.co.uk/contact](http://www.connecthealth.co.uk/contact)

# IMPORTANT INFORMATION

## Access Criteria

This service is available to patients over the age of 18 who are registered with a Berkshire West GP.

## Keep us informed

If you need to change or cancel your appointment, please give us 48 hours' notice where possible so that we can offer the appointment to someone else. This helps us keep waiting times low and reduce NHS costs.

## Don't be a DNA

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

## PATIENT AND GP SUPPORT

Our Patient Care Co-ordination team are here to help, if you have any questions please get in touch

## 0118 9090822

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

## DATA PROTECTION AND PATIENT CONFIDENTIALITY

Patients 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.

*We have a duty to provide a safe and secure environment for patients, staff and visitors, therefore violent or abusive behaviour will not be tolerated.*

## COMMENTS, COMPLAINTS AND SUGGESTIONS

We encourage feedback from our patients on their experiences and will send you a link to provide feedback whilst you are under our care. You will also have the opportunity to provide feedback at any point during your care.

If you wish to make a suggestion, compliment or a complaint about any part of the service, then please call **0118 9090822** or access further information on how to do so via our website:

[www.connecthealth.co.uk/contact](http://www.connecthealth.co.uk/contact)