

A photograph of a physiotherapist, a young woman with dark hair, smiling and talking to an elderly woman with short white hair. The elderly woman is sitting on a mat on the floor, wearing a white long-sleeved shirt and purple pants. The physiotherapist is leaning over her, holding a clipboard and a pen. The background is a blurred gym or physiotherapy room.

# 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.**

**Our team includes specialist clinicians covering all musculoskeletal areas, who can provide a comprehensive assessment 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**

To book, you need to call your GP Practice and ask for a 7 Day GP service appointment who will then book you into the MSK team.

### **WHAT SHOULD I EXPECT?**

#### **Initial Assessment**

You will be offered a telephone 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 a one 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 do accept direct referrals from your GP, and can then arrange an appointment for you in our clinic.

#### **Treatment Plan**

Following your assessment, your clinician will advise the best course of action for you and your condition.

Your bespoke management plan will include advice and specific exercises to help you self-manage your condition. If we feel you need further guided Physiotherapy in a face-to-face setting we will arrange for that at Southport and Ormskirk Hospital via the Joint Health Service.



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

### **OUR SERVICES**



### **CONTACT INFORMATION**

**01704 395 755**

**Opening hours: 9.00-21.00  
Mon-Fri, 9.00-13.00 Sat**

**You can also email general,  
non-urgent queries to  
sfccg.7daygp@nhs.net**

# IMPORTANT INFORMATION

## Access Criteria

This service is available to patients over the age of 18 who are registered with a Southport and Formby GP.

## Additional Support

If you require a sign or language interpreter, or have mobility problems, please let us know when you book your appointment.

## 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 **01704 395 755**

## 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 **01704 395 755** or email **[sfccg.7daygp@nhs.net](mailto:sfccg.7daygp@nhs.net)**.