

Community MSK Service Information Sheet

As you have a musculoskeletal (MSK) problem, you have been referred by your GP into the Community Musculoskeletal Service.

Your referral has now been sent to the central triage team. It will be clinically assessed and one of the following treatment options will be chosen based on your clinical need:

- Referral to a Physiotherapist
- Referral to an Advanced Physiotherapy Practitioner (who may refer you for Diagnostic testing e.g. MRI, X-ray if appropriate)
- Referral to a Podiatry / Advanced Podiatry Practitioner
- Referral to Functional Restoration Service or Functional Restoration Programme

Not all patients will need an MRI or X-ray – this will be decided by the Advanced Physiotherapy Practitioner during your appointment.

Your waiting times for the appointment is determined by clinical need (routine or urgent).

You will be contacted by the appropriate team to arrange your appointment directly. You will receive either a letter or telephone call confirming your appointment details. If your referral is prioritised as urgent the service will contact you with an appointment by phone or 1st class post.

Missed appointments have an enormous impact on the healthcare system increasing both costs and waiting times. Please ensure you contact your provider if you cannot make an appointment that has been made for you. If you have any questions or queries, please contact Ascenti on: 0330 678 0851.

Once you book an appointment with us you will be given access to our free exercise and rehabilitation app – PhysioNow. This will give you 24/7 access to expert advice, guided exercise videos and tailored rehabilitation programmes as prescribed by your Ascenti physio.

Whilst you are waiting for your appointment, there are some self-management exercises that may help. You can find self-management techniques to use before your appointment and other useful self-help information at:

<https://www.hacw.nhs.uk/our-services/physiotherapy/move-to-improve/>