

North Staffordshire and Stoke-on-Trent Integrated Musculoskeletal Service (NIMS) Information Leaflet

Your GP/Healthcare Professional has asked our service to provide advice on how you can manage your condition. This leaflet provides information on our service and how to book your appointment.

How do I book my first appointment?

You need to wait **10 working days** after you have seen your GP/Healthcare Professional, before contacting the Therapy Referral Centre to book your first appointment.

Telephone: 0300 124 5024 Option 1
Email: NIMSAdmin@mpft.nhs.uk

**Our phone lines operate from Monday to Friday, 08:30am to 4:00pm
(Closed on weekends and Bank Holidays).**

Please advise us at the time of booking your appointment if you require any of the following:

- Chaperone
- Interpreter
- A text message appointment reminder

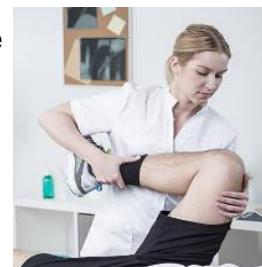
You will be offered the first available appointment at any location across the area. If this is not suitable, you will be offered a location closer to home at another date/time but this may incur a longer wait time.

Who is in the team?

When we receive your referral it will be reviewed to decide the most appropriate clinician to see first, based on the information provided to us.

Your care may involve one or more of the following clinicians:

- Physiotherapists
- Specialist Physiotherapists (also known as Advanced Physiotherapy Practitioners or APPs)
- Musculoskeletal Podiatrists
- Chronic Pain Specialists (Physiotherapists, Consultant, Clinical Psychologist)
- Nurse
- GPSI (General Practitioners with Specialist Interest)
- Support Staff



What will happen during my appointment?



Your first appointment may be a telephone or a face to face consultation.

If you have a face to face appointment, you may be asked to remove some clothes so that the clinician can examine the affected body part. If this is your lower back or legs, it is advisable to bring a pair of shorts with you. If your appointment is with Podiatry, please also bring a pair of shoes that you wear regularly.

If you have a telephone consultation, you need to ensure you are in a quiet and private place where you can take a call. If you are not, the consultation will not be able to go ahead and you will need to contact us to rearrange your appointment.

Please ensure you attend your appointment on time.

During your first appointment the clinician will complete an assessment and share the treatment options available to you based on evidence-based research and clinical need. Together, you will discuss the benefits and risks of each option before you make a plan that is right for you to help you achieve your goals.

The range of options that may be discussed include:

- What you can do to help yourself
- Exercises specific to your problem
- Physiotherapy treatments
- Exercise class rehabilitation
- Pain relieving injections
- Referral to other Community services
- Pain management
- Referral to a hospital specialist

During your time with NIMS, you may also be referred to services outside of our team for investigations such as x-rays, scans or blood tests. This may involve additional waiting times outside of our control. We aim to work with our external partners to limit these as much as possible.

Contact Us

If you need to change your appointment, please contact us as soon as possible in order for us to be able to offer this appointment to another patient. If you miss your appointment and do not notify us, your referral may be closed.

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If you have any further questions about your appointment, please contact us.

Telephone: 0300 124 5024 Option 1

Email: NIMSAdmin@mpft.nhs.uk

If you would like this information in a different language, large print, easy read or any other format, please contact PALS
palsandexperience@mpft.nhs.uk or 0800 783 2865

Produced in consultation with service users and carers

