

# Camden MSK: A guide for patients

Camden Musculoskeletal Service (Camden MSK) is for people with musculoskeletal conditions. Our team includes health professionals covering all musculoskeletal specialist areas who can provide a comprehensive assessment and a range of treatments and management plans in a community or hospital setting.

## **-What happens to my referral?**

Once we receive your referral, it will be processed by the administrative team and clinically assessed by a specialist clinician. Your referral will then be processed by the administrative team and an appointment arranged with the appropriate team or transferred to the team for processing. You may see a physiotherapist, an Advanced Physiotherapy Practitioner (APP), a podiatrist or orthopaedic, rheumatology or pain management specialist, who will assess you and investigate as appropriate.

## **-What to expect**

At your first appointment (which may be over the telephone) you will be asked questions about your symptoms, activities, work, etc. Your treatment plan may include a variety of specialist treatments which will be discussed with you and delivered in a clinic or group setting to help you to return to your usual activities. Your treatment plan will also include advice and specific exercises to help you to self-manage your condition.

**Visit our website for lots of useful information on how you can help yourself and many advice leaflets. [www.camdenmsk.nhs.uk](http://www.camdenmsk.nhs.uk)**

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

The physiotherapy, Advanced Physiotherapy Practitioner and podiatry clinics are located in local health centres and some GP practices within the community or hospital setting. 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.

## **-What do I wear?**

During your assessment you might be required to carry out a number of movements. Therefore we recommend you wear suitable loose fitting clothing, such as t-shirt, shorts, jogging bottoms and underwear that you are comfortable being assessed in.

## **-What if I need to go to hospital?**

You will be able to choose which hospital you wish to be treated in and a referral will be arranged through our support team.

### **-You can self-refer into Camden Musculoskeletal Physiotherapy:**

Please call 0207 871 0545 to arrange an appointment. An administrator will register you on their system and arrange an initial appointment for you with a physiotherapist which may be over the telephone. The physiotherapist will ask you a number of questions to determine the most appropriate management of your condition.

### **-GP referral:**

Make an appointment to see your GP who will decide if you may benefit from a referral to the MSK service and will then be contacted by the service to arrange an appointment with the right clinical team.

### **-Named Care Co-Ordinator**

All patients accessing services via Camden MSK will be assigned a Named Care Co-Ordinator (NCC). If you have any questions, queries or issues you can call your NCC who will help deal with the matter. The NCC will have direct access to all clinical teams and patient databases across the Camden MSK Partnership

### **-Important information**

Attending your appointment or informing us in good time if you need to cancel keeps waiting times low for yourself and other patients, this helps to reduce costs to the NHS. If you need to change your appointment or no longer want an assessment, please call the service at least 48 hours prior to your appointment so it can be offered to someone else.

If you are late for your appointment it may be rescheduled for another time and if you do not attend your appointment without notifying us you may be discharged from this service.

If you require a translator please contact the service prior to your appointment and state the language

### **Data protection and patient confidentiality**

Sharing your data, is always anonymised and cannot be traced to you, this enables the musculoskeletal service to continually improve. By working with Camden, we can improve the population's health by spotting neighbourhoods which might

benefit from some targeted intervention, for example we might discover that certain areas have higher hip fractures from falls and we can work with GPs on managing osteoporosis.

**Thank you for being partners in improving care.**

### **Patient and GP support, comments, complaints and suggestions**

Our support team are here to help you, if you have any queries, questions and feedback regarding your care please contact [uclh.camdenmskhub@nhs.net](mailto:uclh.camdenmskhub@nhs.net) or **0203 447 7779** (lines are open Monday to Friday between 9am - 5pm).

Please contact our Named Care Coordinator on 0203 447 7779 if you have a specific query about your referral or the care that you are currently receiving.

**Please Visit our Website! [www.camdenmsk.nhs.uk](http://www.camdenmsk.nhs.uk)**

Working with the people of Camden to achieve the best musculoskeletal health