

## Further Information

We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio).

Please call us on **01932 723553**.



اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਡਕਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤزر اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

We endeavour to provide an excellent service at all times, but should you have any concerns please speak to you can contact our Patient helpline on **01932 722730**, the Patient Experience Team on **01932 723553** or email [patient.advice@asph.nhs.uk](mailto:patient.advice@asph.nhs.uk).



Surrey Integrated  
Musculoskeletal Service



About the Service



## What is the Surrey iMSK Service?

The Surrey iMSK (integrated musculoskeletal service) Service has been set up to treat all conditions to do with your bones, joints, spine and soft tissues such as muscles and ligaments.

This covers the areas of Physiotherapy, Hand Therapy, Rheumatology, Pain Management and Orthopaedics. The service, run by a multi –professional team (that is a team of consultants and other clinical professionals) will ensure that you get the best and most appropriate treatment in the shortest time possible.

The service provides a comprehensive and integrated musculoskeletal (MSK) assessment and treatment service, including diagnostics such as X-rays where required, to patients who have a GP in the North West Surrey area.

## What are the advantages of the service?

This is a service that will ensure that you are seen by the right person for your condition as quickly as possible. It offers a range of suitable treatments and options for your care through a single point of access. Importantly the service will ensure that it takes into account your whole health and wellbeing providing up to date advice and information to enable you to be involved in all decisions regarding your treatment and options available to you. A large number of conditions will benefit from ‘conservative’ treatments which are non-surgical. The Surrey iMSK service will work with you to achieve the best outcomes for you.

**For additional copies of this leaflet please contact the GP Liaison Co-coordinator. (All leaflets will also be available on the Surrey iMSK website)**

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## What does that mean?

(these definitions are specifically for the Surrey iMSK service and may mean different things in different areas)

<b>MSK</b>	Musculoskeletal, this is anything to do with your bones, joints, spine and soft tissues such as muscles and ligaments
<b>Physiotherapy / Physiotherapist</b>	Physiotherapists help people affected by illness, injury or disability through movement and exercise, manual therapy, education and advice.
<b>Hand therapy</b>	Evaluation and treatment of injuries and conditions of the forearm, wrist and hand, may also include shoulder and elbow.
<b>Extended Scope Practitioner (ESP)</b>	A clinician, usually a physiotherapist with additional specialist training to be able to assess and treat MSK conditions
<b>X-ray</b>	A photographic or digital image, usually of the bone used to provide information and assist with diagnosis
<b>Triage</b>	The process by which the referrals received are assessed to ensure that they are seen by the correct clinical teams and all the information is available
<b>Orthopaedics</b>	Medical speciality concerned with the skeletal system (bones) and associated structures such as muscles and ligaments
<b>Rheumatology</b>	Medical speciality concerned with the treatment of musculoskeletal diseases such as arthritis and autoimmune conditions
<b>Pain Management</b>	Medical Speciality concerned with the diagnosis and management of chronic pain in patients
<b>Self-help / self-management</b>	Refers to patients managing their MSK conditions with resources available to maintain independence either before, during or after medical treatment

## Why have I been referred to the service?

There are a wide number of MSK conditions that may cause problems such as pain or stiffness. These include problems with bones or joints, the spine and soft tissues such as muscles and ligaments. Many of these can be diagnosed and treated by your GP. However in some cases your GP may decide that you need to have specialist assessment and possible treatment that is not available through your GP practice. In these cases the GP will refer you to the Surrey iMSK service.

## How do I get an appointment?

Your GP will complete a referral form and send it to the Surrey iMSK service. Once received an experienced team of professionals will look at your referral to decide what the best option for your problem is. At this point any previous scans and notes will be available to the triage team and will also be reviewed.

**The service will then contact you to arrange an appointment at a suitable time.**

To help with this please make sure that your GP has the best contact number for you so that someone can call you to make your appointment. If you are going on holiday or are unavailable for more than 2 weeks or more from the date of your referral please let your GP know who will send the referral following this time to ensure that we can see you as soon as convenient.

The services will be offered at a range of locations across the area and dependent on the assessment or tests you need you will be offered a choice of location to suit you.

**If you have not heard from the service to book you an appointment within 2 weeks of your GP referral please call 01932 722730 and they will be able to advise you further.**

### **I have private medical insurance, can I use this?**

If you have private medical insurance or can fund your treatment you are still able to use the website for advice and support.

Although the waiting times for appointments within the Surrey iMSK service aims to be as short as possible some private providers may allow access to a quicker assessment so sometimes people prefer to use this option.

We have links to some local private providers of MSK services on the site to help you if this is the case. You may still need to visit your GP for a referral and you should always check with your insurance provider what you are covered for.

*The Surrey iMSK Service is not responsible for any treatment undertaken by any private provider or payment for treatment where treatment is outside of the Surrey iMSK Service.*

**Information and guidance on self-management on a wide number of MSK conditions is available through our dedicated website**

[www.surreyimsk.com](http://www.surreyimsk.com)

**The dedicated helpline for the service if you have problems with your appointment or need to cancel your appointment is:**

**01932 722730**

**Please note that if you do not attend your appointment you will not be offered a further appointment unless your GP requests us to.**

The Surrey iMSK Service is run by Ashford & St Peter's Hospitals NHS Foundation Trust in conjunction with partners.

## Contact numbers and information:

Web site address	<a href="http://surreyimsk.com/">http://surreyimsk.com/</a>
Patient Helpline	01932 722730
Email address	Surrey.imsk@nhs.net



### QR code for website

**Clinic Addresses:** (for main clinics, other venues may be available please discuss with the appointments centre when they call you to book your first appointment)

St Peter's Hospital	Ashford Hospital	Woking Nuffield
Guildford Road Chertsey Surrey KT16 0PZ	London Road Ashford Middlesex TW15 3AA	Shores Road Woking GU21 4BY

## What happens at my appointment?

At your appointment with a professional you will have a full assessment of your condition including what is important to you as well as the impact of your condition on factors such as your work, exercise habits, weight and other social factors.

You may also be referred for some tests to allow the professionals seeing you to have the information they need. The Surrey iMSK service will contact you to make appointments for these if they are required and then an appointment will be made to see one of the above people or you could be referred back to your GP with advice.

You will be seen by the most appropriate person to assess and/or treat your condition, this may include:

- Extended Scope Practitioners (ESPs, these are usually highly trained physiotherapists who have undertaken additional specialist training to be able to assess and treat MSK conditions)
- Physiotherapy, Hand Therapy
- Senior Nurses
- Range of other clinicians all who are trained in specialist areas that are appropriate for your condition
- Consultants in Pain management, Rheumatology or Orthopaedics

## What shall I wear and bring to my appointment?

At your appointment you may be examined or have tests so please wear suitable clothing to allow for this. We recommend loose fitting clothing. If there are any further instructions the person ringing to book your appointment will advise you. Please bring a list of any medication that you are currently taking.

## What treatment might I have?

At your first appointment you may be offered self-help advice and exercises to help you manage your condition at home. Other treatments could include physiotherapy, access to exercise classes, pain management group sessions, joint or other injection therapy or alternative suitable treatments.

In some cases you may need an operation and if this is the case this will be discussed with you by a consultant surgeon. They will be able to go through all the options in detail and the likely outcomes of any surgery you may be recommended.

Following assessment and/or treatment you require we will ensure that your GP is aware of any outcomes by writing to them. You will also be given guidance, where relevant, on how to manage your condition in the future or preventing further problems.

