

Musculoskeletal (MSK) Physiotherapy Referral



Referral received

We have received your Musculoskeletal (MSK) Physiotherapy Referral. Thank you for your patience whilst we process the referral. The information below outlines what happens whilst you are waiting for your Physiotherapy appointment.

What happens now?

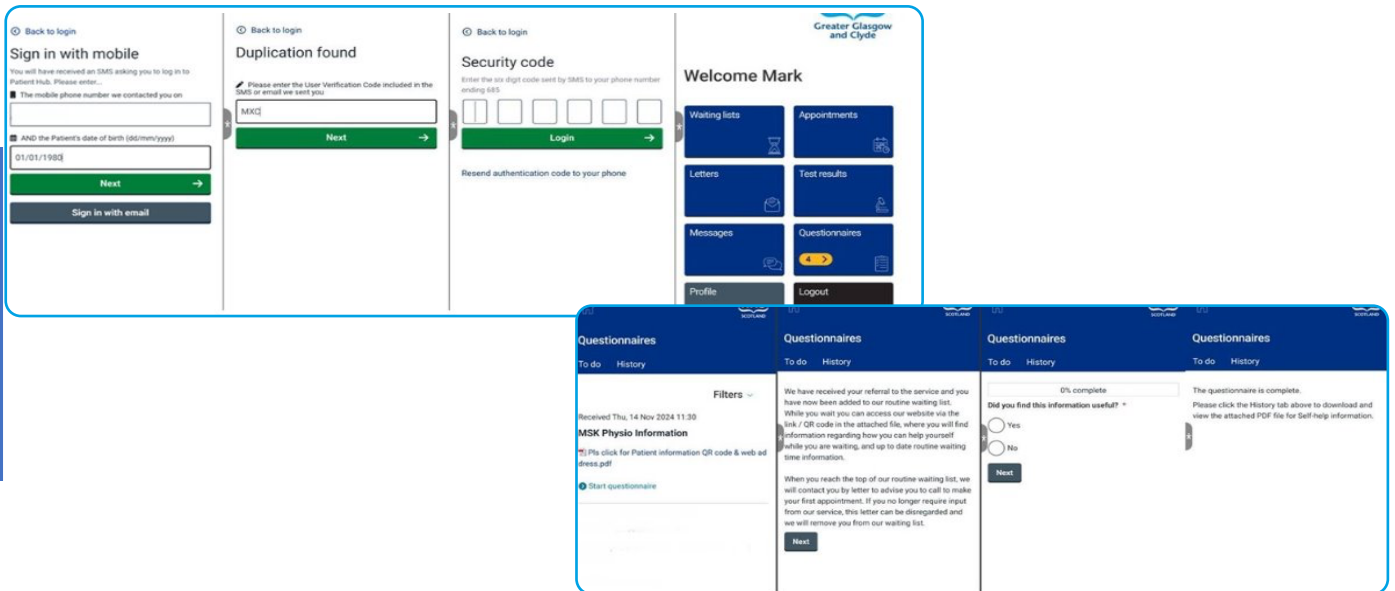
We will add your referral to the Physiotherapy waiting list based on your needs and the information provided on your referral form. The MSK Physiotherapy department may contact you if they need more information about your referral. This information will make sure we can support you and your needs in the best way.

Communication from NHS Scotland

You may receive a text message from NHSScotland. When opened, the text/email will say:

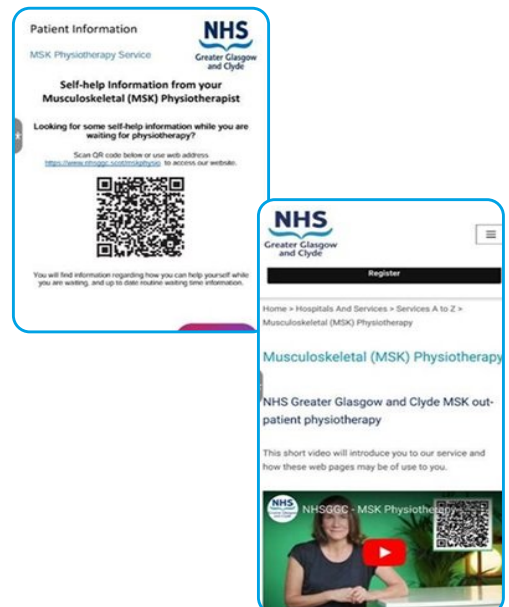
Dear [Your Name],

You have important information. Please click this (hyperlink to patient hub login) to get started...



Accessing Information

We would encourage you to click on the links. You can access information about current waiting times and links to the MSK Physiotherapy website where self-help information is available.



Appointment Booking

When you reach the top of the waiting list, we will send you a letter asking you to contact our booking centre by telephone to arrange an appointment. Please phone the booking centre on the number provided within 2 weeks if you still require Physiotherapy.

The booking centre may also phone you to offer an appointment, especially if we have had any cancellations. This may show up as an unknown number. Please advise the booking centre if there is a location(s) and/or time that is more suitable for you to attend the appointment as they will try to accommodate you where possible.

Self-Help Resources

In the meantime, you can get some great advice and information to help your muscle, back or joint problems from the following resources:

- NHS Greater Glasgow and Clyde MSK Physiotherapy: [🌐 https://www.nhsggc.org.uk/msk](https://www.nhsggc.org.uk/msk)
- NHS Inform MSK: [🌐 https://www.nhsinform.co.uk/msk](https://www.nhsinform.co.uk/msk)
- NHS MSK Help App (available free from iTunes and Google Play stores)

