

Patient Information

MSK Physiotherapy Service

## **Information about your appointment with a Musculoskeletal (MSK) Physiotherapist**

We offer three types of appointments

- **Face to face:** These appointments will take place in your local physiotherapy department.
- **Telephone:** A telephone appointment is like any other clinic appointment which can be conducted in the environment of your choice. Please ensure that:
  - » Your phone is loud enough to hear when it rings.
  - » You are somewhere quiet where you can talk privately for up to 45 minutes with space to move about and perform simple movements.
  - » You are in a location that has a good mobile phone signal if we are calling your mobile phone.
- **Video:** A video appointment is like any other clinical appointment which can be conducted in the environment of your choice. At your appointment time, you will log into a private online waiting area and your physiotherapist will join your video call at your appointment time. You will be able to see and hear each other face-to-face.

Referral Management Centre (RMC) on ☎ 0800 592 087 will organise your first appointment for you. The standard appointment type will be face to face. Please let them know if you would prefer a telephone or video appointment.

### **What will happen?**

- Your appointment letter gives you the appointment time, the type of appointment and the name of the physiotherapist who will be calling you. The location will be included for face to face appointments.
- When you attend your appointment you will be asked to confirm 2 personal details to verify your identity.

### **How should I prepare? Please make sure that:-**

- You are prepared for your appointment to last up to 45 minutes.
- You are wearing comfortable clothing to allow you to move around and show the physiotherapist the problem area.
- You have a list of your current medication and any documentation relevant to your condition or appointment.

### **What happens if I need an interpreter?**

We will arrange for an interpreter to be with you and your physiotherapist. The interpreter can join face to face, over the phone or video. As part of NHSGGC Policy family members cannot be used as interpreters.

If you have not already indicated this on your referral you can ask a family member or friend to phone the Referral Management Centre (RMC) on ☎ 0800 592 087 at least 3 days before your appointment and tell us what language is needed.

## **What happens if I miss my appointment?**

If your appointment was a phone appointment the physiotherapist will attempt to call you up to two times and then, if possible, leave a message saying that they have phoned you.

If your appointment was a video appointment the physiotherapist will enter the virtual waiting area at the allocated day and time of your appointment and wait for a maximum of 15 minutes. If you do not log on within this time the physiotherapist will attempt to call you within your appointment time in case you are having difficulties accessing the waiting area.

If you do not present for your appointment we will record that you have not attended your appointment and allow 24 hours for you to contact the Referral Management Centre (RMC) on ☎ **0800 592 087** to re book your appointment. If we do not hear from you within this time you will be discharged from the service.

## **What happens if I need to reschedule my appointment?**

Please call the Referral Management Centre (RMC) as soon as possible on ☎ **0800 592 087** to reschedule your appointment.

Please give at least 48 hours notice where possible. Your appointment may be rescheduled up to 2 times.

## **Looking for some self-help information while you are waiting for physiotherapy?**

Scan QR code below or use web address:

🌐 <https://www.nhsggc.scot/mskphysio> to access our website.



## The MSK Physiotherapy Service is a health promoting service.

All of the issues listed below can affect your health. If you have concerns about any of these and want to know more, please let your clinician know and we can help you to get the advice and support you need. If there is something else that concerns you please let us know.

 <p><b>Physical Activity</b> Want to become more active?</p>	 <p><b>Work</b> Unemployed and looking for work?</p>	 <p><b>Alcohol</b> Want to cut down?</p>
 <p><b>Smoking</b> Want to stop or cut down?</p>	 <p><b>Stress, Anxiety or Depression</b> Want some support?</p>	 <p><b>Weight</b> Looking to lose weight?</p>

## Contact Details

For any questions about your appointment please call:

**Referral Management Centre on ☎ 0800 592 087**

Monday – Friday: 8:00am to 8:00pm (excluding public holidays)

Saturday: 9:00am to 1:00pm

Please note there is queue system in place and at peak times you may have to wait to have your call answered.