

# Patient Information for Musculoskeletal Physiotherapy

## What is Musculoskeletal (MSK) Physiotherapy?

Musculoskeletal physiotherapy involves the assessment and treatment of muscles, tendons, ligaments, bones, joints, nerves and other structures in order to:

- improve your movement and strength
- help you to do more of your normal activities
- help you to understand and manage your condition.

MSK Physiotherapy may not help if you:

- have had physiotherapy treatment for the same condition within the past year
- are referring yourself for widespread aches and pains
- have previously attended the Pain Clinic for the same condition

## About your appointment

When you call our booking centre they will offer you the first available appointment. **If the location offered for your first appointment does not suit you, please ask for an alternative site.** You will need to attend the same physiotherapy department for all your appointments.

- Your first appointment may last 30 to 45 minutes.
- Follow up appointments may last 20 to 30 minutes.
- We will try not to keep you waiting. If you have to wait more than 10 minutes please tell a member of staff.

Please note that if our service does need to call you, this number will be from 0800 678 3393, which does not accept incoming calls.

## Please remember to bring

- A note of all medicines that you are taking
- Reading glasses if you need them
- **Loose clothing e.g. shorts, t-shirt or vest top as we may ask you to remove some clothes to make it easier for the physiotherapist to assess you.**

**Caution:** If you have a pacemaker, please tell staff on your arrival as some of our equipment in the treatment area may interfere with it.

## What to expect

You will see either a qualified physiotherapist, a supervised student physiotherapist or a physiotherapy support worker. If you do not want to be seen by a student, please let us know at the time you make your appointment. We will ask questions about your condition. Everything you tell us is confidential.

The physical assessment may involve the clinician touching the affected area, testing your movement and strength. After your assessment, we will discuss your condition, agree goals and a treatment plan with you. Treatment is likely to include an exercise programme specific to your needs.

We can also offer advice and exercises on how you can manage your condition yourself. You are free to withdraw your consent to assessment or treatment at any time.

When your treatment ends, we will send a discharge letter to your doctor or referring clinician.

## Help with specific needs

Please let us know if you have any specific needs, when you make your appointment. If you need an interpreter we will arrange this. We use only NHS interpreters organised by our service.

## NHS Greater Glasgow and Clyde's Did Not Attend and Cancellation Policy

If you fail to attend any appointment and do not contact us within 24 hours we will discharge you. If you cancel an appointment on more than 2 occasions we will discharge you.

**To cancel or change your appointment  
Please telephone 0141 347 8909 with as much notice as possible.**

## Appointment Reminder Call

Our service uses an automated voice and text messaging system to remind you about your appointments.

This system asks if you will be attending your appointment. If not, we will give your appointment to another patient.

If you do not wish to receive the reminder call, please contact us on the telephone number or email address included in your letter.

## Getting the most out of treatment

Come prepared with questions you may want to ask the physiotherapist: e.g.

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?
- What are my other options?

Help us to help you:

- Ask if there is anything you don't understand
- Follow any agreed advice and exercises we give you
- Attend your appointments on time. If you are late, we may not be able to see you
- Let us know if there are any changes in your health which may affect your treatment.

## Helping you to help yourself

We are committed to promoting a healthy lifestyle and evidence has shown that to achieve general good health and wellbeing, you should address the following:

- Achieving your ideal weight and eating a balanced diet
- Taking part in regular exercise
- Reducing excessive stress
- Stopping smoking
- If drinking alcohol, do so in moderation
- Work - remaining at or getting back to work

Ask your clinician for more information or see:

<https://www.nhsggc.org.uk/your-health/health-services/msk-physiotherapy/helping-you-to-help-yourself/>



## Patient Ambulance Transport

A hospital or clinic appointment does not mean you qualify for patient transport. If for medical reasons you need this form of transport, you or your carer should arrange this.

**Please call the Scottish Ambulance Service on 0300 123 1236** to determine your eligibility.

## Planning your journey

Please allow extra time for parking as some sites are very busy and may have limited parking spaces available. Information on public transport links to our sites is available from: <http://www.travelinescotland.com> or telephone 0871 200 2233 (charges apply).

## Courtesy to staff

At your appointment you can expect staff to treat you politely with dignity and respect. Equally we expect you to treat our staff in the same way. We will not accept inappropriate behaviour in keeping with the NHS GG&C Zero Tolerance Policy.

## No Smoking

The health board operates a **Smokefree** Policy meaning no smoking in any NHS premises or grounds. You can use e-cigarettes and vaporisers in hospital grounds but not within buildings, main entrances and doorways.

## Comments; Suggestions; Complaints

We welcome comments and suggestions about any aspect of your physiotherapy. Please speak to a member of staff. If you want to complain, speak with a senior member of staff. A guidance leaflet is also available. Please ask for one if you need it.

You can also give us your feedback online:  
[www.nhsggc.org.uk/get-in-touch-get-involved/patient-feedback/](http://www.nhsggc.org.uk/get-in-touch-get-involved/patient-feedback/)  
[www.careopinion.org.uk](http://www.careopinion.org.uk)

