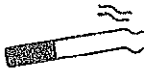


The MSK Physiotherapy Service is a health promoting service

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.

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

CONTACT DETAILS

For any questions about your telephone appointment please call:

Referral Management Centre: 0141 347 8909

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

Saturday: 9am to 1pm

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

Why am I being offered a phone appointment?

In response to the Covid-19 outbreak we are increasing the number of clinic appointments delivered by phone.

What will happen?

A telephone clinic is like any other clinic appointment in that we give you a specific time slot to discuss your care. At your appointment time, your physiotherapist will phone you and ask a series of questions, similar to those you are asked when you attend your appointment. They may ask you to perform simple movements / actions to assess your problem.

- Your telephone appointment letter gives you the appointment time and the name of the physiotherapist who will be calling you. They will ask you to confirm 2 personal details to verify your identity.
- The physiotherapist delivering the appointment will call you as close as possible to your appointment time. The number will appear as an '0800 678 3393' or 'no caller ID'.

The physiotherapist may call within 10-15 minutes of your appointment time, if preceding appointments have over-run, so please prepare for this.

How should I prepare? Please make sure that:-

- You are available to speak to the physiotherapist and 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 have a list of your current medication and any documentation relevant to your condition or appointment.
- You have a pen and paper ready to write down any notes or information that you may be given.
- You are in a location that has a good mobile phone signal if we are calling your mobile phone.

If a family member, friend or carer usually comes with you to your appointments and following the current government guidelines you can ask them to be with you for your phone appointment. If you have a loudspeaker facility on your phone, please use this.

What happens if I need an interpreter?

We will arrange for an interpreter to be on the phone call with you and your physiotherapist. As part of NHS GGC 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 0141 347 8909 at least 3 days before your appointment and tell us what language is needed.

What should I do if I think that a phone clinic appointment is not appropriate for me?

If you have difficulty communicating by phone please ask a friend or relative to phone the Referral Management Centre as soon as possible and they can discuss alternative options

What happens if I miss my 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.

We will record that you have not attended your appointment and allow 24 hours for you to contact the Referral Management Centre (RMC) 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 0141 347 8909 to reschedule your appointment.

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