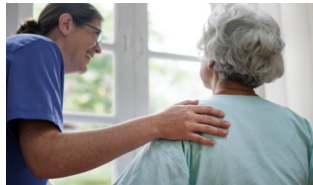


# Our service

# Contact us

The specialist will share the assessment findings with you and together will agree the next steps, explaining the risks and benefits of each approach. The range of options may include:

- What you can do to help yourself
- Improving your activity levels
- Exercises specific to your problem
- Physiotherapy treatments
- Pain relieving injections
- Referral to other community services
- Pain management
- Referral to a hospital specialist



- ✓ Personalised care
- ✓ Be involved in the decision making around your treatment plan
- ✓ Telephone and face-to-face consultations
- ✓ Flexible and convenient service

**5-10 working days after** you have seen your GP/ healthcare professional (or as advised) please call/ email the Therapy Referral Centre

**To book your first appointment**



**Telephone: 0300 123 0991 (option 1);**

or



**Email: [nimsadmin@mpft.nhs.uk](mailto:nimsadmin@mpft.nhs.uk)**

Monday to Friday: 8.30am-4.30pm (the centre is closed at weekends and bank holidays)

## North Staffordshire and Stoke-on-Trent Integrated Musculoskeletal Service (NIMS)

Your GP/ healthcare professional has asked our service to provide additional advice on how you can manage your condition.

This leaflet provides information on the choices that you have available. It also explains how your appointment will be managed to make sure your treatment and care run smoothly.

If you require an interpreter/ communication support, or you require this document to be translated into a different language or in a different format (such as easy read or large print, audio) please contact:

Therapy Administration Team on  
0300 123 0991 (option 1) or  
email [nimsadmin@mpft.nhs.uk](mailto:nimsadmin@mpft.nhs.uk)

## What is the service?

The service provides a team of specialists, including experienced Physiotherapists, Doctors and Podiatrists.

They will assess and share the findings with you, and together will discuss and agree the most appropriate options available to you.

The service aims to ensure that you:

- Are assessed promptly
- Are involved at all stages of the decision about your care
- Are signposted to a variety of resources to help you to manage your condition



## Your appointment

Your first appointment may be a telephone or face-to-face consultation depending upon your clinical condition and circumstances.

Please may we request that you attend your appointment on time.

If you have a face-to-face appointment, you may be asked to remove some clothes so that the specialist can examine the affected body part.

If this is your lower back or legs, it may be advisable to bring a pair of shorts with you.

If your appointment is for a lower leg assessment, please also bring a pair of worn shoes.

If you require a chaperone please advise us at the time of booking your appointment.

If you would like to receive a text message reminder please let us know when you book your appointment.

If you have any further questions about your appointment, please contact us.

### Need to cancel or change your scheduled appointment?

If you need to change your appointment, please contact us as soon as possible, even if it is the day of your appointment. This may enable us to offer this appointment to another patient. If at all possible please provide us with at least 48 hours notice.

If you miss your appointment and do not notify us, your referral may be closed.

## Important information

Please contact us between 5-10 working days **after** you have seen your GP/ healthcare professional. We will have received your referral and will be able to offer you an appointment.

### Does your GP have your up-to-date telephone number, mobile number, address and email address?

If you accept a telephone consultation, please ensure you are in a quiet, private and convenient place where you can take the call; e.g. at home, private room at work. You may have to do some movements or exercises in order that the clinician can assess you.

If you accept a telephone consultation and you are not in a quiet, private or convenient place; e.g. driving, shopping, noisy work environment, the consultation will not be able to go ahead and you will need to contact the Therapy Referral Centre again.

