

Notes

Contact details

MSk bookings

Telephone: 01483 402650

Fax: 01483 406638

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm
Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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Review author: Christine Arnold
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Musculoskeletal Service (MSk)

Orthopaedics & Physiotherapy Department



Patient information leaflet

Patients with problems affecting bones, joints and muscles may be referred to the Musculoskeletal (MSk) service at the Royal Surrey County Hospital NHS Foundation Trust (RSCH). Your GP has referred you to this service.

This leaflet explains what the MSk service is and what happens next.

What is the MSk service?

This is a multi-professional screening, assessment and treatment service. It has been set up by the RSCH together with the Guildford & Waverley Clinical Commissioning Group (CCG). It is made up of members of the rheumatology, pain and orthopaedic teams. These could be an Extended Scope Practitioner Physiotherapist (ESP), Consultant, Clinical Nurse Specialist (CNS), Clinical Specialist Physiotherapist or a GP with a specialist interest (GPwSi).

The service aims to ensure you see the most appropriate clinician for your condition in a timely way. This may include x-ray or scans and treatment/interventions. Clinics are run at the RSCH or Haslemere District Hospital.

What happens next?

Your referral will be screened by a member of the MSk team within 48 working hours (Monday–Friday) of receiving the referral. It will then be directed to the most appropriate service. You will receive a letter informing you of the next steps.

This could be an assessment by an ESP (within 4 weeks of initial screening), a referral for a diagnostic investigations or an onward referral to another service such as Physiotherapy. In some cases a patient will receive an appointment with a consultant.

Who are the team?

Booking team: Administration staff who ensure that all MSK referrals progress on the pathway as shown above.

ESP/Clinical Specialist Physiotherapist: Physiotherapists who work as independent practitioners, who specialise in a specific clinical area. They have extended skills such as performing steroid injections, they can refer for diagnostic investigations such as scans and x-ray and some are able to place a patient on a waiting list for surgery or other procedures with the consultant team.

Consultants: In certain situations, such as if a patient's symptoms are complex or may require surgery or the patient is to be managed by the Pain or Rheumatology service, they will be referred to a consultant led clinic. In this clinic they will be seen by a consultant or one of their team.

GPwSi: GP's who also work within defined clinical specialisms in the hospital. They review some referrals and take specialist clinics in rheumatology and orthopaedics.

Travelling to Royal Surrey?

The hospital is situated just off the A3 at the Cathedral exit. It is signposted from all directions of travel.

There is a pay and display car park available. Please take note of the bay number before you go to the ticket machine.

The following buses attend the main hospital entrance: Arriva 4/5, 16/26, 17/27.

Reference source

- www.royalsurrey.nhs.uk

Following your appointment you may receive a text inviting you to take part in the friends and family survey. Your opinion would be much appreciated and helps us make changes to our service to benefit patients.