



#### What is the Adult Musculoskeletal service?

We are a team of specialist Extended Scope Physiotherapists, Podiatrists and Physiotherapists with expertise in conditions affecting mobility, function and wellbeing. We provide full assessment and treatment for musculoskeletal complaints or alternatively redirection to hospital services as required.

This service is provided by Adult Community Health Services which is run by Oxleas NHS Foundation Trust.

#### How do I access the Adult MSK team?

You can only access the service via your GP practice. If you are experiencing musculoskeletal problems, please visit your GP.

You will then be referred to Circle Health who will manage your referral and offer you a choice of locations and providers.

Oxleas hold clinics where you can be seen at the locations listed over the page and aim to see you as soon as possible.

#### What happens when my referral is received by the service?

Every referral will be reviewed by a physiotherapist or podiatrist. You will then be invited to a face-to-face assessment with an Extended Scope Physiotherapist, Podiatrist or Physiotherapist

During this assessment we aim to :-

- Provide a diagnosis for your condition/ complaint
- Organise for appropriate tests if required ( xray, scans, blood tests)
- Commence a treatment plan where appropriate
- Advise you as to the best management of your condition.
- Organise for you to be referred onto other specialties where indicated.
- Organise for further treatment within the team as required

#### What does musculoskeletal mean?

Musculoskeletal (MSK) is an overall term for conditions affecting your muscles, joints and sometimes nerves. Conditions may result in pain, altered sensation, disability or movement problems.

NHS staff involved in diagnosing and treatment conditions include physiotherapists, podiatrists (foot and lower limb specialists), GPs, rheumatologists and orthopaedic consultants.

#### What are the benefits?

- **Faster** access to the right assessments, tests and treatment.
- Treatment by the correct **specialist** in the community
- **Expert** care first time
- Shorter waiting times for hospital treatments if required
- If you require tests, these will be completed before you see the specialist to speed up your access to treatment.
- **Specialist** diagnostic techniques including **diagnostic ultrasound**, MRI, X-Ray, biomechanics assessment, gait analysis, in-shoe pressure analysis.
- **Specialist** treatment techniques including **injection therapy**, acupuncture, pain management, **exercise therapy**, manual therapies and **orthotic prescription**.

Appointments are available  
Monday to Saturday  
(Saturday only available at Eltham)

### How to find us

The Admin office is based at Manor Brook Medical Centre and we have clinics at the following sites:

#### Blackheath

**Manor Brook Medical Centre**  
1<sup>st</sup> Floor  
117 Brook Lane  
SE3 0EN

#### Eltham

**Eltham Community Hospital**  
Passey Place  
SE9 5QA

#### Greenwich

**The Greenwich Centre**  
Greenwich Square Health Centre  
2<sup>nd</sup> Floor, 12 Lambarde Square  
Vanbrugh Hill  
SE10

#### Kidbrooke

**Kidbrooke Village Clinic**  
7 Elford Close  
SE3 9FA

#### Woolwich

**Currently no Woolwich Clinic**



#### Your opinion matters.

We are committed to providing the highest standards of care, so we welcome your views on the services we provide.

If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager. You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the Freephone number on 0800 917 7159.

#### We welcome your feedback

You will be given a feedback form when you visit the service.

Please take a moment to fill in the form.

Your feedback is important to us.

Alternatively email us at

oxl-tr.icats@nhs.net

#### Confidentiality

All our staff abides by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care.

Occasionally there may be exceptions to this, for example, to support a clinical audit or to monitor the quality of care provided.

We will usually discuss this with you beforehand and your personal details will be kept confidential.