

ACCESS TO MSK SPINAL PATHWAY

MAKING YOUR APPOINTMENT

Your GP has decided to refer you to physiotherapy and will send a referral letter to the Patient Contact Centre (PCC). They will:

1. Register you onto the system
2. Place you onto the spinal pathway waiting list
3. You'll be contacted by telephone to make the initial appointment; a message will be left if there's no answer
4. This will be followed up by a letter inviting you to contact the PCC to book your appointment
5. You are given 2 weeks in which to make contact, should we not hear from you within that timescale you will be discharged from the service
6. Once you have booked your appointment you will receive a confirmation text message or letter.

ATTENDING YOUR APPOINTMENT

1. Please arrive 10 minutes early for your appointment to complete the necessary paperwork
2. Wear something loose and comfortable. Be prepared to undress if required
3. If you do not attend your appointment you will be discharged from the service
4. If you need to reschedule any of your appointments, please ensure you give 24 hours notice
5. Until you attend your appointment, please follow any advice given to you by your GP.

If you are being referred for lower back pain, your GP should have asked you to complete a STarT Back Score form. This is a requirement, without this information your treatment will be delayed.

If you require this leaflet in other formats or languages please contact PALS: 0800 917 8504

এই লিফলেটটি যদি আপনার অন্য কোনো ফরম্যাটে বা ভাষায় প্রয়োজন হয়, তবে অনুগ্রহ করে 0800 917 8504 নম্বরে পালস এর সাথে যোগাযোগ করুন

Jej šią skrajutę norite gauti kitu formatu ar kalba, kreipkitės į PALS: 0800 917 8504

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub języku, prosimy o kontakt z PALS pod numerem telefonu 0800 917 8504.

Dacă aveți nevoie de acest prospect în alte formate sau limbi, vă rugăm să contactați PALS: 0800 917 8504

Если Вы хотели бы получить данную брошюру на другом языке или в другом формате, просим обращаться в PALS (Информационная служба для пациентов) по 0800 917 8504.