

- Patients under 16 years of age require a written referral from their GP for musculoskeletal physiotherapy
- Patients who are under the care of a consultant for their problem will need a written referral
- Patients who require a walking aid or orthosis such as a splint or a brace require a written referral from their GP
- Patients who have multiple musculoskeletal problems. These patients require a written referral.
- Patients with pelvic floor related problems such as incontinence and vaginal prolapse or patients with back and pelvic pain in pregnancy should be referred direct to specialist services at the Friarage Hospital.

How to access PhysioDirect

There is a dedicated appointment line answered by clerical staff from the Friarage Hospital physiotherapy department in Northallerton. They will ask you for your NHS number (found on page 2) in order to register you on our electronic appointments system.

They will offer you the next available appointment which may be a PhysioCall consultation or a PhysioContact consultation.

The number to call our appointment line is: **01609 763747**. The line is normally open Monday to Friday between 9am and 4pm (excluding bank holidays).

Comments, compliments, concerns or complaints

South Tees Hospitals NHS Foundation Trust is concerned about the quality of care you receive and strives to maintain high standards of health care.

However we do appreciate that there may be an occasion where you, or your family, feel dissatisfied with the standard of service you receive. Please do not hesitate to tell us about your concerns as this helps us to learn from your experience and to improve services for future patients.

Patient Advice and Liaison Service (PALS)

This service aims to advise and support patients, families and carers and help sort out problems quickly on your behalf. This service is available, and based, at The James Cook University Hospital but also covers the Friarage Hospital in Northallerton, our community hospitals and community health services. Please ask a member of staff for further information.

If you require this information in a different format please contact Freephone 0800 0282451

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Version 4,
Issue Date: October 2017
Review Date: October 2019

PhysioDirect

Patient Information

Physiotherapy
Department



Direct access to NHS physiotherapy services for the management of musculoskeletal conditions in the Hambleton and Richmondshire areas of North Yorkshire.

Your NHS Number:

About PhysioDirect

PhysioDirect is the convenient way to access NHS musculoskeletal physiotherapy for patients who have muscle or joint problems. Patients who contact the service with low back pain or sciatica will be advised to contact their GP after two weeks if they do not improve.

The service is for people registered with GPs in the Hambleton and Richmondshire areas of North Yorkshire only. (Unfortunately patients registered with a GP practice in Kirkby Malzeard **cannot** access this service.)

What types of PhysioDirect consultations are there?

PhysioDirect offers two types of consultations with experienced physiotherapy staff which are:

- **PhysioCall:** Our telephone consultation service
- **PhysioContact:** Our face to face consultation service

Where possible, you will be given a choice of having a PhysioCall consultation or a PhysioContact consultation but this may be dependent on our soonest availability and clinic location. Both types of consultations will take approximately 20-30 minutes.

If you are unavailable at your allotted appointment time or are late for your appointment you may need to contact our appointment line to rebook. **Please do not let appointments go to waste.**

Your GP may recommend that you use this service to access physiotherapy but you can also contact the service directly without having to see your GP first.

We will inform your GP that you have used the PhysioDirect service.

What happens during a PhysioCall consultation?

An experienced Physiotherapist will call you if you have booked an appointment for a telephone consultation.

They will ask you questions regarding your problem and advise you regarding the best evidence based course of management available to you.

Together with the physiotherapist you can then decide what the best management plan is for you.

What happens during a PhysioContact consultation?

An experienced physiotherapist will see you at one of our clinic locations and ask you questions regarding your problem. They will also assess your current problem and advise you regarding the best evidence based course of management available to you. Together with the physiotherapist you can then decide what the best management plan is for you.

Please wear appropriate clothing for a PhysioContact consultation ie: shorts for a back or leg problem

Who cannot use the service?

- Patients who have communication difficulties and cannot communicate effectively in English over the phone or who may require an interpreter. These patients require a written referral from their GP stating that a translator is required
- Patients who require physiotherapy for breathing problems such as COPD will need to be referred by their GP or consultant to the respiratory physiotherapy team
- Patients who require physiotherapy for neurological problems such as Stroke, Parkinsons disease or Multiple Sclerosis will need to be referred by their GP or consultant to the neurological physiotherapy team