

# Musculoskeletal outpatient physiotherapy

## What is Musculoskeletal Outpatient Physiotherapy?

The prime purpose of physiotherapy is to restore function, activity, independence, reduce pain and prevent further injury.

Following a full and careful assessment, your physiotherapist will discuss with you an appropriate plan to help towards managing your condition.

## Why do I need Physiotherapy?

Physiotherapy provides a multi-faceted approach to the management of a wide range of conditions, using a variety of techniques to help your muscles and joints work to their full potential. Following an assessment from a medical professional it would be deemed that physiotherapy is a suitable pathway to help you improve your condition, a referral will be sent by them on your behalf.

## Where can I expect my treatment to be?

We provide outpatient physiotherapy from 10 different locations across East Sussex:

- **Amberstone Hospital, Carters Corner, Hailsham, East Sussex, BN27 4HU**
- **Bexhill Hospital, Holliers Hill, Bexhill-on-Sea, East Sussex, TN40 2DZ**
- **Conquest Hospital, The Ridge, St. Leonards-on-Sea, East Sussex, TN37 7RD**
- **Crowborough Memorial Hospital, Southview Close, Crowborough, East Sussex TN6 1HB**
- **Eastbourne District General Hospital, Kings Drive, Eastbourne, East Sussex, BN21 2UD**
- **Lewes Victoria Hospital, Michael Hillman Centre, Nevill Road, Lewes, East Sussex, BN7 1PE**
- **Newhaven Polyclinic, Church Hill, Newhaven, East Sussex, BN9 9HH**
- **Rye, Winchelsea and District Memorial Hospital, Peasmarsh Road, Rye Foreign, Rye, East Sussex, TN31 7UD**
- **Station Plaza Health Centre, Station Approach, Hastings, East Sussex, TN34 1BA**
- **Uckfield Hospital, Framfield Road, Uckfield, East Sussex, TN22 5AW**

Our service runs from 8.00am to 6.00pm Monday to Thursday and 8.00am to 5.00pm on Friday. Clinic days and times will vary depending on clinic site. You may be offered alternative locations to try and best suit your needs.

## How do I contact the Physiotherapy Department?

All referrals are managed through a central administration team. For all appointment booking and enquiries please – Tel: (01323) 414936. Phone lines are open Monday to Friday - 8:00am to 5.30pm

You can also contact us via email on: [esht.outpatientphysiotherapy@nhs.net](mailto:esht.outpatientphysiotherapy@nhs.net)

## **Attending an Appointment?**

Where possible, please report to the physiotherapy receptionist. Some sites do not have a receptionist and, in this instance, please take a seat in the waiting area. A physiotherapist will come out to greet you at your appointment time.

If you are waiting more than 10 minutes past your appointment time, please notify a member of staff in the area.

## **What should I bring to my Physiotherapy appointment?**

It is helpful if you bring a list of your current medications and reports of any relevant investigations or tests you may have had. This may help with planning your treatment and care.

## **What should I wear to my Physiotherapy Appointment?**

You might prefer to wear loose, comfortable clothing to your appointment, depending on your injury or condition. For example, if you are being seen for a leg condition, it may be advisable to wear a pair of shorts if you have them. You may be asked to remove items of clothing to complete our assessment. If this occurs, we can arrange for a chaperone to be present, at your request. You will always be examined in a private room, or a curtained/screened cubicle.

## **How long does a Physiotherapy Appointment last?**

Your initial appointment will last for approximately 40 minutes, and follow up appointments will be of approximately 20 minutes duration.

## **What if I am unable to attend my appointment?**

We try to agree your initial appointment date and time with you to avoid you missing or needing to cancel. However we ask you notify us at least 24 hours in advance if you are unable to attend your appointment.

If you do not attend the appointment, you must contact the central booking office within two weeks or you will be discharged from our service.

If you fail to attend more than two mutually agreed follow up appointments, you may be discharged from the service.

## **What should I expect at my Initial Appointment?**

Your physiotherapist will introduce themselves and guide you to a curtained cubicle or room. Once here, they will start by checking your personal details are correct..

The physiotherapist will then ask you a series of questions to establish your past medical history, as well as your present condition. These questions may not seem connected to your condition, but can enable the physiotherapist to fully understand your condition and establish or formulate a treatment plan with you.

The physiotherapist may do certain tests on your joints or muscles to ascertain your condition. These tests may sometimes bring on your symptoms.

As part of your treatment and where appropriate, you will be provided with a treatment/exercise programme to continue with at home.

## What should I expect in my follow up appointments?

Your physiotherapist will review your condition and change your treatment plan according to your progress.

## What if Physiotherapy does not work for me?

If it is felt that a specialist opinion is required, your physiotherapist will discuss the reasons why it is necessary. They will then forward a referral to the specialist service on your behalf.

## Consent

Although you consent for physiotherapy treatment, you are able, at any time, to withdraw your consent. Please discuss this with your Physiotherapist.

If you wish to have a chaperone present, this can also be provided upon request at reception, or from your physiotherapist.

## Important information

The information in this leaflet is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner.

## Your comments

We are always interested to hear your views about our leaflets. If you have any comments, please contact the Patient Experience Team – Tel: (01323) 417400 Ext: 5860 or by email at: [esh-tr.patientexperience@nhs.net](mailto:esh-tr.patientexperience@nhs.net)

## Hand hygiene

The Trust is committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after their visit.

## Other formats

**If you require any of the Trust leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department.**

**Tel: 01424 755255 Ext: 2620**

## Reference

The following clinicians have been consulted and agreed this patient information:

Hilary Kircher - Clinical Operational Lead Outpatient Physiotherapy  
Julie Hall - Community Physiotherapy Team Lead  
Susan Roberts - Highly Specialist MSK Physiotherapist

Next review date: August 2020  
Responsible clinician/author: Hilary Kircher, Clinical Operational Lead Outpatient Physiotherapy