

## Camden MSK: A guide for Patients

Camden Musculoskeletal Service (Camden MSK) is for people with musculoskeletal (MSK) conditions. These are conditions which affect your joints, bones and/or muscles.

Our team includes health professionals who specialise in the treatment of musculoskeletal condition and who can provide a comprehensive assessment and a range of treatments and management plans in a community or hospital setting.

Camden MSK works in partnership with community and acute services across the borough of Camden. Partners include: University College London Hospitals (UCLH), Royal Free London (RFL), Central North West London (CNWL), Connect Health and InHealth.

Community Musculoskeletal Services offered include:

- Clinical Assessment & Triage Service (CATS) for complex MSK presentations and those that have not responded to Physiotherapy.
- MSK Physiotherapy
- Camden Pain Service (CPS)
- MSK Podiatry

### What to expect

Once we receive your referral it will be processed by the administrative team.

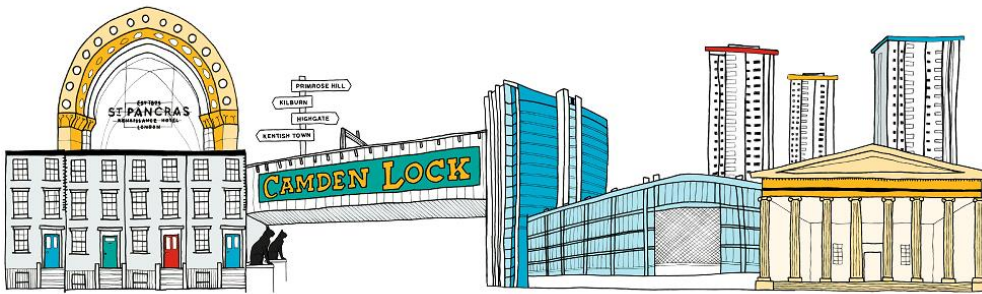
The referral will be triaged by a specialist clinician and passed to the appropriate service based on the information provided and an appointment made.

Your first appointment may be over the telephone, video or in person at a clinic. At this appointment you will be asked questions about your symptoms, activities, work, etc. by a clinician. The clinician will assess and agree a management plan with you. They could be a physiotherapist, an Advanced Physiotherapy Practitioner (APP), or a podiatrist.

If your referral is triaged (or you are later referred) to acute services you may see an orthopaedic, rheumatology, spinal neurosurgery or pain management consultant.

Most people with musculoskeletal conditions do not require investigations (blood tests, x-rays, scans). However, if the clinician feels you do require tests, these will either be organised during the appointment, or an additional face to face appointment will be organised for investigations to be explored.

Your treatment plan may include a variety of specialist treatments which will be discussed with you and delivered in a clinic or group setting to help you to return to your usual activities. Your treatment plan will also include advice and specific exercises to help you to self-manage your condition at home, which will help to improve your symptoms.



### **Please visit our website:**

The Camden MSK website has lots of useful information on how you can help yourself, visit [www.camdenmsk.co.uk](http://www.camdenmsk.co.uk)

### **Where will I be seen?**

Camden MSK has clinics conveniently located throughout Camden, in health centres and hospital settings. If a face to face appointment has been indicated you will be given a choice of venues so you can choose a location that meets your needs.

Camden MSK has embraced digital alternatives to face to face appointments and can now offer video and telephone appointments as well.

### **What do I wear?**

During your assessment you might be required to carry out a number of movements. Therefore we recommend you wear suitable loose fitting clothing, such as t-shirt, shorts, jogging bottoms and underwear that you are comfortable being assessed in.

### **What if I need to go to hospital?**

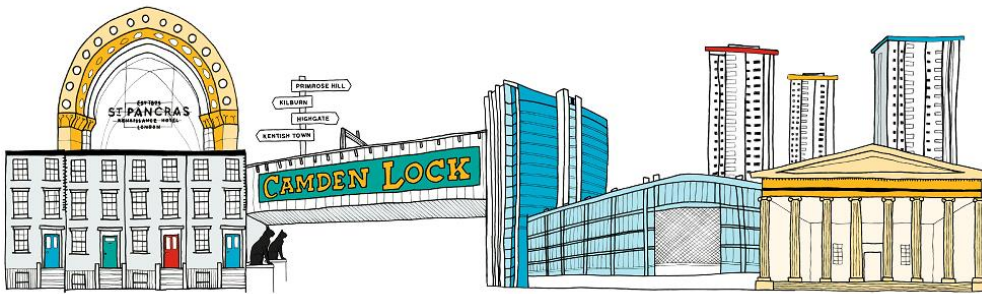
If you need to be seen by a hospital consultant, you can choose which hospital you wish to be treated in and Camden MSK will arrange a referral.

### **Named Care Co-Ordinator**

All patients accessing services via Camden MSK are assigned a Named Care Co-Ordinator (NCC). If you have any questions, queries or issues you can call your NCC on:

**0203 447 7779**

The NCC's have access to all clinical teams and electronic patient record systems across the Camden MSK Partnership. At times the NCC may need time to investigate your query and will arrange a time to contact you back with answers to your query.



## You can self-refer into Camden Musculoskeletal Physiotherapy

Camden community Musculoskeletal Physiotherapy is managed by Connect Health.

You can call **0207 871 0545** to arrange an appointment.

An administrator will register you and arrange an initial appointment with a physiotherapist. Please note this may be over the telephone. The physiotherapist will ask a number of questions to determine the most appropriate management of your condition.

## GP referral

Make an appointment to see your GP who will decide if you may benefit from a referral to the service and will then be contacted by the service to arrange an appointment.

## Important information

Attending your appointment or informing us in good time if you need to cancel keeps waiting times low for yourself and other patients, this helps to reduce costs to the NHS. If you need to change your appointment or no longer want an assessment, please call the service at least 48 hours prior to your appointment so it can be offered to someone else.

If you are late for your appointment it may be rescheduled for another time and if you do not attend your appointment without notifying us you may be discharged from this service.

If you require a translator please contact the service prior to your appointment and state the language assistance you require.

## Data protection and patient confidentiality

Sharing your data is always anonymised and cannot be traced to you; this enables the musculoskeletal service to continually improve. By working with Camden MSK, we can improve the population's health by spotting neighbourhoods which might benefit from some targeted intervention, for example we might discover that certain areas have higher hip fractures from falls and we can work with GPs on managing osteoporosis.

**Thank you for being partners in improving care.**

[www.camdenmsk.co.uk](http://www.camdenmsk.co.uk)